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ABSTRACT

Enabling teachers at both the secondary and post-secondary levels to show students the communication skills they need to be successful in particular careers, this paper presents the reading, writing, speaking, and listening tasks routinely performed by persons working in a variety of occupational tasks. Occupations listed in the paper are divided into Associate degree programs and Vocational Diplomas as offered at Moraine Park Technical College. A sampling of the occupations listed in the paper include accounting, child care, computer information systems programmer analyst, culinary arts, legal secretary, medical secretary, accounting assistant, automotive service technician, barber/cosmetologist, food service production, machine repair, office assistant, and public safety telecommunicator. Each listing in the paper presents the job title; a list of journals and other periodicals employees would read, study, and use on the job; and specific reading, writing, speaking, and listening skills and tasks employees would perform on-the-job. (RS)

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O. A. T. S.:
WHAT THE REAL WORLD NEEDS IN READING, WRITING, SPEAKING, AND LISTENING

ED 381 746

Occupational Application of Tasks and Skills
in Reading, Writing, Speaking, and Listening

A Communication Application Curriculum and Tech Prep Project

funded by

MORAINE PARK TECHNICAL COLLEGE
Beaver Dam, Fond du Lac, West Bend
Wisconsin

MORAINE AREA PARTNERSHIP
TECH PREP CONSORTIUM

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O.A.T.S.
WHAT THE REAL WORLD NEEDS IN READING, WRITING, SPEAKING, AND LISTENING

Occupational Application of Tasks and Skills

A Communication Application Curriculum and Tech Prep Project
by Collette M. Winfield and Gaylene Bradley

Purpose:

The purpose of the Communication Application Curriculum Project was to define the reading, writing, speaking, and listening tasks routinely performed by persons working in careers that Moraine Park students are preparing to enter.

Further, the objective of the project was to design a tool that will enable teachers at both the post-secondary and the secondary levels to show students the communication skills needed if they hope to be successful in particular careers. This tool will hopefully also aid students during the planning and preparation stage for entering technical college programs of study.

Methodology:

Researchers Collette M. Winfield, communication instructor at Moraine Park Technical College, and Gaylene Bradley, English instructor at Laconia High School, drew up the following format to be used in the development of the data sheets for each program.

Name of Program

Positions:	Job titles assigned to persons employed after graduation from a Moraine Park Technical College program
Reading:	**Journals and other periodicals** Actual reading materials employees read, study and use on the job
Reading:	**Tasks** Specific skills and tasks employees perform on-the-job
Writing:	Specific skills and tasks employees perform on-the-job
Speaking:	Specific skills and tasks employees perform on-the-job
Listening:	Specific skills and tasks employees perform on-the-job

Research data were complied by contacting members of Moraine Park's occupational program advisory committees by mail and by telephone and asking for input in the above five categories. These committees consist of volunteers from business and industry who meet regularly to provide information about employee skills, job tasks, and equipment in their occupations.

Control of some variables was maintained throughout the research process in the following ways:

1. Collette Winfield wrote all of the initial data sheets for the programs. Program brochures as well as Winfield's experience with many of the programs through the teaching of technical writing served as the initial basis for data recorded under each of the five headings. As input came from the advisory committee members, information originally provided by Winfield was expanded. Language was changed as necessary.

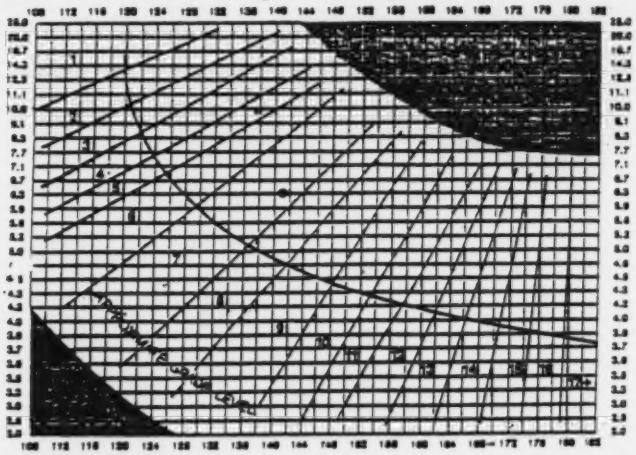
2. Gaylene Bradley completed all the readability tests on journals and periodicals. Thus, the calculations methods have been consistently applied throughout the research process. Averages recorded throughout the study will generally be constant as number values relate to one another.

The Fry Formula was used for calculating readability on the following materials:

American Jails, BCS News, Correct Compendium, Corrections Today: The Criminal Law, Detention Reporter Federal Probation, International Business, Jail - Prisoner Law Bulletin, Liability Reporter, Marketing Research, Overseas Business Report, PC World, Personal Selling Power, and Wisconsin Lawyer.

The tediousness of the Fry formula (computation method explained below) forced the research team to abandon its use since the time required for Fry was simply not available.

Graph for Estimating Readability - Extended by Edward Fry, Rutgers University Reading Center, New Brunswick, NJ 08904



Directions:

Randomly select three one-hundred-word passages from a book or an article. Plot average numbers of syllables and average number of sentences per 100 words on graph to determine the grade level of the material.

If great variability is observed in the three samples, choose additional passages to verify differences. If the variability remains constant, one can conclude the book has uneven readability. Few books will fall in gray areas; but when they do, grade level scores are invalid. Count proper nouns, numerals and initializations as words. Count a syllable for each symbol. For example, "1945" is 1 word and 4 syllables and "IRA" is 1 word and 3 syllables.

EXAMPLE:	SYLLABLES	SENTENCES
1st 100 words	124	6.6
2nd 100 words	141	5.5
3rd 100 words	158	6.8
AVERAGE	141	6.3

READABILITY 7th GRADE (See dot plotted on graph)

For the remaining materials cited, three samples were taken from each periodical or journal and averaged using, the Gunning, Fog Index (computation method described below). Because calculations could differ were they performed by other researchers, the average should be accepted by the reader and user of this research as a "ball park" figure.

From Gunning, Robert, The Technique of Clear Writing, rev. ed. (New York: McGraw - Hill, 1968), pp. 32 - 34, 36 - 43.

Jot down the number of words in successive sentences. If the piece is long, you may wish to take several samples of 100 words, spaced evenly through it. If you do, stop the sentence count with the sentence which ends nearest the 100-word total. Divide the total number of words in the passage by the number of sentences. This gives the average sentence length of the passage....Count the number of words of three syllables or more per 100 words. Don't count words (1) that are proper names, (2) that are combinations of short easy words (like "bookkeeper" and "manpower"), (3) that are verb forms made three syllables by adding -ed or -es (like "created" or "trespasses"). This gives you the percentage of hard words in the passage.

EXAMPLE:	WORDS/SENTENCES	AVERAGE	SYLLABLES
1st 100 words	102/6	17	11
2nd 100 words	121/5	24.2	18
3rd 100 words	113/6	18.8	15
		60.0/3=20	44/3=14.6

To get the Fog Index, total the two factors just counted and multiply by .4.

TOTALS: 20 + 14.6 = 34.6 x .4 = 8.6 readability

Once the data sheets were compiled, they were sent to the contributing advisory committee members and MPTC program staff member for critique. Critique responses were then used to revise the data sheets into final form.

ACCOUNTING
10-101-1

POSITIONS:

Accounting assistant who processes financial information for individual clients, businesses, and companies. May provide data useful for production personnel who make decisions about changes, improvements, pricing, etc.

Account clerk who computes and distributes business data from invoices, vouchers, and other documents.

Accounts payable/receivable clerk responsible for computing payments that must be made or payments that will be received by a company or business.

Bookkeeper responsible for maintaining financial records for a business, an office, or private client.

Payroll clerk who prepares checks for payment of wages. Completes social security reports and withholding tax reports to meet state and/or federal requirements.

**Students graduating from Moraine Park's two-year program with further education and experience can become certified public accountants.

READING (JOURNALS/PERIODICALS):

Accounting Digest, American Secondary Association, Sarasota, FL.

Accounting Technology, Faulkner & Gray, NY. (13 readability)

Business Horizons, Published for the Indiana University Graduate School of Business by JAI Press, Inc., Greenwich, CT. (15 readability)

The Economist, The Economist Newspaper, NA, Inc., NY. (16 readability)

Fortune, Time, Inc., NY. (10 readability)

Harvard Business Review, Harvard Business School Publishing Corporation, Boston, MA. (15 readability)

Inc., Madison Avenue, NY. (16 readability)

Institute of Management Accountants Journal, Mintvale, NJ.

International Business, American International Publishing Corp., Harrison, NY. (15 readability)

Journal of Accountancy, Ames Institute of certified Public Accountants, Jersey City, NJ. (16 readability)

Kiplinger's Personal Finance Magazine, Kiplinger Washington Editors Inc., Washington, D.C. (10 readability)

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Money, Times Inc., Chicago, IL. (12 readability)

Nation's Business, U. S. Chamber of Commerce, Washington, D. C.

The Office, Publications, Inc., Stanford, CT. (13 readability)

PC World, PC Communications, San Francisco. CA. (12 readability)

The Practical Accountant, Faulkner & Gray, Inc., NY. (12 readability)

Wall Street Journal, Dow Jones Co., Inc., Chicago, IL. (12 readability)

Wisconsin Business Journal, Modern Communications, Eau Claire, WI.

Wisconsin State Statutes. (15 readability)

Wisconsin Tax Bulletin, Wisconsin Department of Revenue, Madison, WI. (16 readability)

READING (TASKS):

Study and apply information from court and case summaries.

Demonstrate ability to apply procedures defined in IRS tax guides, Internal Revenue Department, Washington, D.C.

Demonstrate ability to apply new tax laws (state and federal).

Study and apply information from Tax Service Weekly bulletins.

WRITING:

Create letters to taxing bodies and upper management, interoffice memos, and accounting procedures. Correspondence with IRS.

Define/describe problem or problems that might appear in an individual client's account or in a business or industry account.

Define/describe any auditing practice completed; written to accompany an assessment or to request a state or federal refund.

Describe in detail field audit when submitting for issuing an assessment or refund.

Define/describe rationale for submitting an assessment or requesting a state or federal refund.

Fill out forms; payroll tax forms and sales tax forms.

Complete financial statements.

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SPEAKING:

Request speakers and/or services from practitioner groups, trade associations, or other groups.

Ask appropriate and clear questions of clients.

Discuss, analyze, and solve problems with fellow accountants/supervisors.

Work with others in problem-solving teams.

"Speak" accurately through body language: confidence, alertness, eagerness to work, enthusiasm for the job.

"Speak" accurately through attitude: maintaining a positive, enthusiastic attitude toward fellow employees, supervisors, management, clients, and customers; willingness to go the "extra" mile to keep a customer, complete a project, prepare for an important meeting, etc.; and willingness to work as part of a team.

Define and describe problems within the work setting.

Define and describe problems working with certain accounts or clients.

Articulate (define and describe) office or accounting procedures and processes during phone conversations with clients and potential clients. (Appropriate speech pattern, vocabulary, and tone of voice when dealing with angry customers, clients, vendors, etc.)

LISTENING:

Hear requests made by supervisors.

Hear requests, concerns, and problems spoken by clients and potential clients.

Refrain from discussion of confidential information with fellow employees and others.

Separate fact from opinion and inference.

Hear updates on IRS rulings; process information accurately.

Process information in one-to-one work with clients for the completion of financial statements.

Select format based upon information heard accurately.

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ADMINISTRATIVE ASSISTANT — SECRETARIAL

10-106-2

POSITIONS:

Executive secretary or office manager responsible for all office operations and organization of office tasks and assignments. Schedules, coordinates, and monitors a variety of documents, personnel, and office operations. Composes business correspondence, coordinates and analyzes the content of informational documents, and integrates the necessary software. Trains and supervises office personnel. Demonstrates professionalism and ethical standards for business. May be employed in a variety of settings, including government, education, and specialized departments in various companies. Manages and files all business papers, transactions, etc. Trains and supervises office personnel.

Information processing secretary responsible for formatting office documents utilizing machine transcription skills and decision making skills. Prioritizes and edits documents for content. Meets deadlines for multiple customers. Trains other office personnel in appropriate uses of word processing, spreadsheet, data base, and other office automation software.

Department, school, or government office secretary responsible for maintaining organization and completion of certain tasks for one or more executives.

Customer service representative.

READING (JOURNALS/PERIODICALS):

Business Horizons. Published for the Indiana University Graduate School of Business by JAI Press, Inc., Greenwich, CT. (15 readability)

Business Week.

Computerworld. (14 readability)

Data Communications: LAN Interconnect, McGraw-Hill, Inc., New York, NY. (12 readability)

Datamation, Technical Publishing Co., Barrinton, IL. (15 readability)

Fortune, Time, Inc., NY. (10 readability)

Managing Office Technology. (14 readability)

Modern Office Technology, Penton/IPC, Inc., Cleveland, OH. (7 readability)

The Office: Magazine of Information Systems and Management, Office Publication, Inc., Stamford, CT. (13 readability)

The Office Professional, Professional Training Associates, Round Rock, TX. (13 readability)

Office Systems 93, Lowell, MA.

P.C. Novice.

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READING (TASKS):

Apply information from the Certified Professional Secretary Examination Review (6 Modules), Wiley (Accounting, Behavioral Science in Business, Economics and Management, Business Law, Office Technology, Office Administration, and Communication).

Use Professional Secretaries International: Complete Office Handbook, Random House.

Use Webster's or American Heritage Dictionary.

Use grammar/usage and mechanics handbooks.

Use and apply information from manuals for using hardware and software.

WRITING:

Maintain correctness of spelling, grammar, usage, diction, punctuation, and structure in all writing.

Write accurate and complete phone messages, including critical contents (deadlines, action expected, etc.).

Write brief, concise messages for electronic mail.

Create form letters or paragraphs that can be used for multiple letters.

Write memos that request information, describe certain procedures to be followed, define and describe problem inherent to the work setting.

Compose letters that request information, describe procedures to be followed or processes that were followed, problems with equipment or with meeting deadlines or with contract requirements. Letter content will "fit" specific operations and concerns of specific businesses or industries.

Compose response letters and memos that could be a compromise or "no" answer.

Compose letters informing clients or personnel outside the company of certain action, changes in procedure, etc.

Define and describe problems and concerns of office staff that would require management assistance.

Write procedures for changes in hardware, software, filing systems, organization of office areas, or steps for completing routine company business.

Write minutes and notes of meetings.

Write manuals.

Organize information into meaningful formats (paragraphing, lists, tables, side headings, etc.).

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SPEAKING:

Ask questions to persons during telephone conversations and during one-to-one conversation with staff, supervisors, or others whose points of view and directives must be honored.

Synthesize information received from persons during phone conversations or meetings and conferences.

Restate others' statements in order to check accuracy.

Define and describe concerns, problems, issues during staff meetings and conferences.

Advocate certain stances on issues affecting the structure, organization, systems, methods, and procedures used in the office setting.

Leave complete announcements and messages on voice mail systems.

Screen callers (turning some away and leaving on good terms).

Demonstrate etiquette in greeting clients by phone or in person; also for phone transfers and "holds".

LISTENING:

Hear directions and information from supervisors and managers.

Hear questions from supervisors, managers, office staff personnel, clients, and other visitors to the plant or company.

Discriminate between fact and opinion; fact and inference.

Hear dictation, noting sentence groupings and commas.

Hear real problems, not symptoms of problems.

READING:

Proofread (on computer screen and paper).

Interpret and apply what is read in computer and equipment manuals.

Read to determine policy and procedures that affect work and quality of work. (Sort pertinent information from non-pertinent.)

Locate answers in manuals, handbooks, directories, and other reference resources.

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ASSOCIATE DEGREE NURSING
10-510-1

POSITIONS:

Nurse on the staff of a hospital, long-term care facility, mental health care facility, home healthy agency, correctional facility, clinic nursing, and occupational health nursing. Responsible for all nursing care of clients including therapy, assessment, planning and implementation, and evaluation.

Manager of cases for a home health care agency or for Hospice. Responsible for assessing and planning, implementing, and evaluating total nursing care even when delivered by ancillary personnel.

READING (JOURNALS/PERIODICALS):

Advance (The Nation's Health Information Bi-Weekly), Merion Publications, Inc., King of Prussia, PA.

American Baby, The Cahners Publishing Co., Newton, MA.

American Health, RD Publications (Subsidiary of Readers' Digest Association, Inc.), NY.

American Journal of Nursing, J.B. Lippincott Co., for the American Journal of Nursing Co., Philadelphia, PA.

AWHONN's Clinical Issues in Prenatal & Women's Health Nursing, J. B. Lippincott, Philadelphia, PA.

BCS News. (14 readability)

Contemporary Long-Term Care, Bill Communications, Inc., Akron, OH.

Critical Care Nurse, American Association of Critical-Care Nurses (AACN), St. Louis, MO.

ICN (Journal of Christian Nursing), Nurses Christian Fellowship. Downers Grove, IL.

Geriatric Nursing, NGNA (National Gerontological Nursing Association), St. Louis, MO.

Gerontological Nursing, SLACK Inc., Thorofare, NJ.

H & CP (Hospital & Community Psychiatry), American Psychiatric Association, Washington, D.C.

Health Education, American Alliance for Health, Physical Education, Recreation, & Dance, Reston, VA. (17 readability)

Hospitals: The Magazine for Health Care Executives, American Hospital Publishing, Inc., an American Association company. (18 readability)

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JOGNN (Journal of Obstetric, Gynecologic, & Neonatal Nursing), (Published for AWHONN, The Association of Women's Health Obstetric & Neonatal Nurses), J. B. Lippincott Co., Hagerstown, MD.

The Journal of New Developments in Clinical Medicine, (20 readability)

Journal of Pediatric Nursing, W. B. Saunders Co., Philadelphia, PA. (15 readability)

Journal of Pediatrics, Mosby, St. Louis, MO. (19 readability)

Journal of School Health, American School Health Association, Kent, OH.

Journal of Transcultural Nursing, Madonna University, Livonia, MI.

MCN: American Journal of Maternal/Child Nursing, (15 readability)

Nurse Educator, J. B. Lippincott Co., Hagerstown, MD. (18 readability)

The Nurse Practitioner (The American Journal of Primary Health Care), Elsevier Science Publishing Co., NY.

The Nursing Clinics of N.A. (Advances in Clinical Nursing Research), W. B. Saunders, Co. (subsidiary of Harcourt & Brace), Philadelphia, PA.

Nursing Diagnosis, North American Nursing Diagnosis Association, Philadelphia, PA.

Nursing Education, SLACK, Inc., Thorofore, NJ. (18 readability)

Nursing Health Care, National League for Nursing, Inc., NY.

Nursing Homes, Med Quest Communications, Inc., Cleveland, OH.

Nursing Management, S-N Publications, Inc., Dundee, IL.

NURSINGmatters, Madison, WI.

Nursing 93, Springhouse Corporation, Springhouse, PA.

Nursing Outlook, Mosby Year Book Inc., St. Louis, MO. (13 readability)

Nutrition Today, Williams & Wilkins, Baltimore, MD. (15 readability)

Parents, Gruner & Jahr USA Publishing, NY.

Pediatric Nursing, Jannetti Publications, Inc., Pelman, NJ.

Physician Desk Reference, Medical Economics Co., Oradell, NJ.

Psychosocial Nursing, SLACK Inc., Thorofore, NJ. (14 readability)

RN Magazine, Medical Economics Co., Oradell, NJ.

Taber's Cyclopedic Medical Dictionary (17th edition).

Today's Therapeutic Trends (The Journal of New Developments in Clinical Medicine), Princeton Junction, NJ.

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READING (TASKS):

Study and apply information from committee minutes and reports.

Demonstrate ability to apply hospital or agency procedure and policy books.

Discern accurate messages contained in nurses' orders.

Discern accurate messages contained in physicians' orders.

WRITING:

Chart client activity: blood pressure, temperature, eating pattern, pain tolerance, and medications, assessments, changes in behaviors, psychosocial responses, etc.

Record findings after completion of physical, spiritual, cultural, and psychosocial assessment.

Process recordings from client interactions and communications.

Adapt standard care plans to reflect unique needs of patients.

Research projects being conducted on specific patient units.

Develop individualized nursing care plans to reflect the client assessment, nursing diagnoses, client goals, specific nursing care planned, and evaluation of nursing care provided.

Document the nursing assessment, nursing care provided, and the client's response to the care in the client's chart. (The client's chart is a legal document so entries must be accurate, legible, and reflect correct spelling and grammar. The client's chart may be a paper-and-pen format or computerized, depending on the agency.)

Write procedures for completing tasks with the client or care of the environment.

Write teaching plans for patients and fellow staff.

Write proposals for capital expenditures; changes in unit or shift procedure; changes in unit layout, work area layout, work responsibilities, etc.

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SPEAKING:

Interact one-to-one with clients or significant others and families for assessment, teaching, discharging, planning, and therapeutic communication.

Interact one-to-one with supervisors, peers, doctors, pharmacists, other health care personnel (LPNs, nursing assistants, dietary staff, housekeeping, etc.), and social workers. Describe client behaviors, changes in response to therapy or medication, etc.

Interact one-to-one to evaluate performance of those being supervised.

Adapt language and style to different ages and needs of patients.

Discuss with nursing staff and doctors during staff meetings. Describe client behaviors, responses, etc.

Deliver one-to-one directives, instructions, and procedures to aides and LPNs.

Prepare concise, pertinent reports on clients (tape-recorded, in person, or by telephone).

Present committee reports and interactions with other staff. Prepare presentations to peers, community, schools, radio, etc.

Interact with groups of clients or other health care providers.

Teach client and family members and significant others technical procedures and care-giving information as well as interpreting what patient is experiencing (i.e., alteration in body, image, self-rejection).

LISTENING:

Listen in correct areas and assess client's lungs, heart, and bowel sounds accurately.

Hear statements, assessments, questions, and responses made by client's significant others and families, and other health care providers.

Hear statements, assessments, concerns, questions, and responses made by nursing staff, aides, doctors, and patients.

Discriminate between fact and opinion.

Hear instructions for patient care accurately.

Receive and properly assess updates on clients' conditions from support and physicians.

Separate subjective and objective data.

Understand words spoken by persons for whom English is a second language.

"Hear" frames of reference determined by age, culture, socio-economic factors accurately.

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CHILD CARE ASSOCIATE — NANNY
10-307-2

POSITIONS:

Nanny, hired by parents to be a full- or part-time, live-in or live-out care giver.

Teacher's aide in a child care facility; hired to supervise or assist in the teaching and care of developmentally disabled, blind, deaf, or abandoned children.

Aide in public or private school assisting a contracted teacher in mainstreamed classrooms or instructors in special education programs or in regular classrooms.

Provider of child care, self-employed in own home (family day care).

Teacher's aide in a child care facility.

READING (JOURNALS/PERIODICALS):

Child Care Information Exchange, Roger Neugebauer, Belmont, MA.

Day Care & Early Childhood, Human Science Press, New York, NY.

Early Childhood Today, Scholastic Inc., New York, NY.

Nursery World, (Unit A, The Schoolhouse Workshop, 51 Calthorpe St., WC1X OHH) Nursery World Ltd., London, England. (13 readability)

Nutrition Today, Williams & Wilkins, Baltimore, MD. (15 readability)

Parenting, Parenting Magazine Partners, San Francisco, CA.

Totline, Warren Publishers, Alderwood Manor, WA.

Working Mother, McCalls Publishing Co., New York, NY.

Young Children, National Association for the Education of Young Children (research articles related to early childhood).

Your Baby & Child To Age Five, by Penelope Leach.

READING (TASKS):

Apply DHSS - licensing rules.

Discern main issues from parents' notes and letters of request or concern (all levels of education and language use).

Evaluate recipes (for meals and for materials used in learning activities) and demonstrate ability to use or adapt.

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Study apply the theories of Piaget and Ericksen and other child psychologists.

Study and use information contained in child development texts including specialized vocabulary.

WRITING:

Objectively define and describe observed child behavior; report specific actions taken.

Summarize activities completed for parent newsletters. Write informal notes to parents (anecdotal and narrative formats).

Keep accurate records.

Log daily observations (child eating habits, play habits, sleep habits.)

Explain procedures for activities in parent newsletters.

Write incident reports (may be used as evidence in legal cases).

Compose letters answering parent questions, concerns, or complaints.

Compose letters applying for nanny positions. Complete lengthy application forms for nanny placement agencies.

Write "thank you" letters.

Compose letters advocating certain legislative stances on child or education-related issues and bills.

Describe, explain, and justify child care facility policies, procedures, activities, and philosophies (written for advertising purposes; published in brochures, newsletters, and booklets by family day care provider or child care center provider).

Write to legislators to seek child care support.

SPEAKING:

Speak clearly, using correct grammar and convey information accurately.

Handle phone calls and messages appropriately.

Give clear one-to-one directives for children.

Give clear one-to-one oral "reflection" of child's behavior.

Give clear one-to-one explanations of procedures for children.

Report orally an accurate syntheses of "child's day" (activities and behaviors) for teachers and parents.

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Describe, explain, and justify child care facility policies, procedures, and philosophies.

Describe, and explain personal child care philosophy and practice.

Undertake oral problem solving and conflict resolution with parent employers and co-workers.

LISTENING:

Hear children's questions and concerns accurately.

Discern between real and pseudo concerns, illnesses, "hurts."

Separate fact from inference.

Separate objective fact from subjective interpretation of fact.

Hear, understand, and process requests, directives, criticisms, compliments, and complaints.

Hear, understand, and respond appropriately to children's and employers' needs and requests.

Hear and understand parents' needs.

Hear criticism or complaint non-defensively.

Hear biases expressed by teachers, care facility owners and operators, parents, and children that impact upon one's ability to accurately and knowledgeably respond to needs.

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CIVIL ENGINEERING TECHNICIAN — STRUCTURAL 5-1
10-607-5

POSITIONS:

Drafter employed by construction company, developer, or utilities company.

Technician who studies location to determine where gas and electric lines can be placed and who designs general layout for those lines.

Estimator who studies current structures and determines improvement costs or who determines the costs of new structures.

Technician employed to help engineers draft plans for town, city, and municipality building projects.

Architectural drafter who draws plans for residential or commercial structures.

CADD operator/technician employed by industry to generate drawings for mass production of pre-made pieces used in construction.

READING (JOURNALS/PERIODICALS):

Architecture: The AIA Journal, American Institute of Architects, Washington, D. C.

Civil Engineering News, Marsel Dekker, Inc., New York, NY.

Civil Engineering Technology, Society of Civil Engineering Technologists, Manchester, England.

READING (TASKS):

Study and apply information used in general and complex instructions.

Study and apply information from charts, graphs, and flow charts.

Read and evaluate information in trade magazines, journals for new ideas/trends.

Proofread letters (information requests, descriptive procedures for construction change, and justifications of actions taken) accurately.

Proofread incident reports (detailing troubleshooting procedures analytically and accurately.

Proofread proposals for accuracy and completeness.

Use grammar, usage, and mechanics guides accurately.

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WRITING:

Compose letters requesting information from state inspection agencies, from manufacturers of products used during the building process, and from clients.

Compose letters describing procedures followed during certain construction changes, corrections or modifications made in order to solve or answer complaints of clients.

Compose letters defining, describing, and justifying certain findings or actions taken (i.e., evaluation of a building's structure).

Write procedures for completing certain tasks at a construction site, or for properly calculating stress, or for measuring heat efficiency, etc.

Write incident report (narrative) detailing what happened, in chronological order, during the "troubleshooting" (repair) of some problem at a building site or during an accident at a building site. Make court-ready, since insurance company agents, attorneys, and judges use these during hearings and trials.

Write proposals that define needs, explain procedures and processes to be followed in order to meet client needs, present plans, justify choices being made, and quantify and qualify advantages of the proposed plan.

SPEAKING:

Ask pertinent, succinct questions to supervisors, engineers, or clients in order to understand specific needs to be met by the proposed building or utility design.

Describe drawings or design plan so that supervisors, engineers, or clients can understand the intent and rationale for choices being made.

Summarize and synthesize work completed so that supervisors, engineers, or clients are able to hear and understand the progress being made on a specific design project.

Discuss and solve problems with supervisors, engineers, clients, and colleagues in order to determine design choices that best meet the needs of the client.

Argue and persuade in presentations made to clients in order to "sell" a design or certain design choices or in competition with other companies or firms to "get a bid" from a city, a school district, an industry, a university, or a business.

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LISTENING:

Hear instructions given by engineers accurately..

Separate fact from inference.

Discriminate between statements of fact and statements of opinion. Identify logical statements and fallacies in reasoning.

Hear biases being expressed. Understand the impact of those biases upon the completion of drawings and designs that are most advantageous for the buyer, builder, and client.

Hear information accurately.

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COMPUTER INFORMATION SYSTEMS — PROGRAMMER/ANALYST 10-107-1

POSITIONS:

Programmer who codes instructions for the control and operation of computer applications.

Computer operator who operates the computer, printers, terminals, and other hardware.

Programmer/analyst who develops the program specifications and codes instructions for the control and operation of computer applications.

READING (JOURNALS/PERIODICALS):

AS/400 Manual.

BYTE, McGraw-Hill, Peterborough, NH. (13 readability)

CIO.

Computation. (15 readability)

Computerworld, CW Communications, Inc., Framington, MA. (14 readability).

Creative Training Techniques, Lakewood Publishing, Minneapolis, MN.

Data Communications LAN Interconnect, McGraw-Hill, Inc., New York, NY. (12 readability)

Datamation, Technical Publishing Co., Barrinton, IL. (15 readability)

Electronic Learner, Time, Inc., Chicago, IL.

Information Week.

LAN (Lan Network Solutions Magazine), Miller Freeman, San Francisco, CA. (14 readability)

Manufacturing Week.

Midrange Systems, Cardinal Business Media, Inc., Horsham, PA.

NCR Monthly.

Open Systems Today.

PC Computing, Ziff-Davis Publishing Co., New York, NY. (16 readability)

PC Magazine.

PC Publishing & Presentations, International Desktop Communications, Ltd., New York, NY. (11 readability)

PC Week: Consumer Computers & Electronics Magazine, Ziff-Davis Publishing Co., New York, NY. (13 readability)

PC World, PC Communications, San Francisco, CA. (12 readability)

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Software.

Technology Review, Alumni Association, Massachusetts Institute of Technology, Cambridge, MA. (13-16 readability)

3X/400 Systems Management, Hunter Publishing Limited Partnership, Elk Grove Village, IL.

READING (TASKS):

Study and evaluate technical magazines and journals for new trends.

Demonstrate ability to understand complex hardware and software manuals.

Study and apply information used in general instructions.

Study and apply information from charts, graphs, flow charts, etc.

Proofread documentation (program code, system design, operational procedures) accurately.

WRITING:

Write one-page and multiple-page documentation of operational procedures for end users.

Write documentation (steps or narrative) of system design. (May be in the form of a flow chart using symbols.)

Construct flow chart of program code.

Write documentation (steps or narrative) of program code.

Compose weekly reports to manager detailing work assignments for the past week.

Write meeting notices.

Write definition, description, and evaluation of project currently being completed, status reports.

Document procedures.

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SPEAKING:

Discuss and analyze problems and solutions.

Present proposals in project meetings.

Update weekly activities. Describe plans for upcoming week and work completed. Analyze problems to be solved or anticipated (one-to-one and group situations).

Evaluate and review equipment and software needs with vendors or end users.

Explain procedures for working with hardware and software.

Discuss performance evaluation with manager.

LISTENING:

Hear information service requests given by supervisors, managers, and users accurately in order to begin the steps of building a system design or program code that meets the needs of the user.

Separate fact from opinion and inference.

Hear others' points of view accurately. Process differences in opinion and knowledge in order to solve problems accurately and efficiently.

Hear descriptions and analyses of company status. Respond appropriately and accurately.

Hear and process professional information in regular meetings.

Hear feedback given by managers during performance appraisal meetings accurately.

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COMPUTER INFORMATION SPECIALIST -- TECHNICAL SUPPORT SPECIALIST
10-107-6

POSITIONS:

Installer/manager of hardware/software systems. Software purchaser/trainer.

Records management coordinator/supervisor.

Data entry/data management.

Graphics presentation specialist responsible for design, preparation, and publication of visual supports for business and industry.

Microcomputer specialist responsible for evaluation, purchase, and installation of all hardware and software.

Data systems manager.

Manuals writer/trainer.

Office management position in charge of data entry personnel, hardware, and software.

Person responsible for integrating office equipment with computer operations and mainframe capabilities.

READINGS (JOURNALS/PERIODICALS):

BYTE, McGraw-Hill, Peterborough, NH. (13 readability)

Computerworld, CW Communications, Inc., Framingham, MA. (14 readability)

Data Communications, LAN Interconnect, McGraw-Hill, Inc., NY. (12 readability)

Datamation, Technical Publishing Co., Barrinton, IL. (15 readability)

Electronic Learning, Scholastic, Inc., New York, NY.

LAN: Local Network Solutions Magazine, Miller Freeman, San Francisco, CA. (14-16 readability)

News 3X/400, Duke Corp., Loveland, CO.

PC Computing, Ziff-Davis Publishing Co., New York, NY. (16 readability)

PC Novice.

PC Publishing & Presentations, International Desktop Communications, Ltd., New York, NY. (11 readability)

PC Today.

PC Week, Consumer Computers and Electronics Magazine Division, Ziff-Davis, New York, NY. (13 readability)

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PC World, PC Communications, San Francisco, CA. (12 readability)

Publish: The Art and Technology of Electronic Publishing, Integrated Media, Inc., San Francisco, CA. (15 readability)

Publish: The "How-to" Magazine of Desktop Publishing, PCW Communications, San Francisco, CA.

READING (TASKS):

Study and evaluate information in technical magazines and journals for new ideas and trends.

Demonstrate ability to understand complex hardware and software instructions and manuals.

Understand and use highly complex technical vocabulary.

Interpret and apply information for systems and telecommunications link-up procedures.

WRITING:

Write procedures for installing software.

Write procedures for connecting hardware with the mainframe, telecommunication capabilities, and other office equipment.

Define and describe hardware and software capabilities.

Define and describe problems and harms resulting from office layouts.

Summarize on-site, office, or microcomputer capability review.

Write proposals for changes in data management, specific microcomputer application, or office layout.

Define and describe processes by which office systems and telecommunications link-ups will work.

SPEAKING:

Interview office and management personnel to determine hardware and software needs.

Interview (on telephone and in person) vendors to determine costs and capabilities of hardware and software.

Instruct office personnel to use hardware, office systems, and software packages.

Deliver proposals to middle and upper management to support the purchase of hardware and software.

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LISTENING:

Understand and process information from office and management personnel so that hardware and software needs can be accurately determined.

Screen employee feedback on office systems and problems with hardware and software.

Screen vendors' sales pitches to determine truth and appropriate value to the specific business and industry.

Hear users' responses to hardware and software applications being proposed or installed accurately.

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COMPUTER INTEGRATED MANUFACTURING TECHNICIAN
10-628-2

POSITIONS:

Technician hired to assist a mechanical or industrial engineer in the design of some device, mechanism, part, machine, tool, or piece of equipment.

CADD (computer-aided drafting/design) operator who takes existing, detailed, pencil drawings and enters them into the computer for easy access by engineers or who enters new layouts and designs as engineers complete them.

CNC programmer who prepares and programs computerized numerical control machines for production of certain products.

Material/inventory control technician who manages the purchasing, storage, and stock of inventory and parts within the manufacturing plant.

Production assistant or engineering assistant who evaluates needs within the manufacturing environment and works to meet those needs.

Robotics technician who programs robots and controllers within the manufacturing setting.

READING (JOURNALS/PERIODICALS):

CIM Systems, Turpin Transactions, Ltd., Letchworth, England.

Complex blueprints.

Computer-Aided Engineering, Penton Publishing, Cleveland, OH.

Custom Builder, Willows Publishing Group, Peterborough, NH. (17 readability)

Design News, Cahners Publishing Co., Boston, MA. (14 readability)

Engineering Design Graphics Journal, Engineering Design Graphics Division, American Society for Engineering Education, College Station, TX.

Journal of Manufacturing Systems, Society of Manufacturing Engineers/Computer & Automated Systems Assoc. of SME, Dearborn, MI.

Machine Design, Penton/IPC, Cleveland, OH. (14 readability)

Manuals (independent job performance, increased job efficiency, computer ease with new and/or updated software and hardware).

Manufacturing Engineering.

Manufacturing Review, American Society of Mechanical Engineers, New York, NY.

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Product Design & Development, Chilton Co., Rednor, PA.

Technology Review, Alumni Association, Massachusetts Institute of Technology, Cambridge, MA. (13-16 readability)

READING (TASKS):

Apply information from manufacturing process documentation.

Discern accurate messages from written engineering instructions.

WRITING:

Write procedures and directions for operators and users of CNC equipment, flexible manufacturing systems, robots, or inventory systems.

Write how-to-use manuals.

Define and describe flexible manufacturing systems, inventory control systems, robot applications, tool quality maintenance processes, among others.

Define and describe problems and harms resulting from inadequate machinery, poor production processes, or poor materials and inventory control.

Write progress memos.

Write self-appraisal forms.

Write department goals and objectives reports.

Write proposals (in letter, memo, or report form) for changes in manufacturing systems being used, for purchase of CNC machinery or robots, and for implementation of cost-saving methods of production and manufacturing.

SPEAKING:

Question engineering personnel in order to understand production needs and requests.

Process documentation of technical problems and solutions.

Instruct, teach, and train (CAD and PC).

Discuss and problem solve during meetings with fellow technicians and engineers.

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Define and describe problems observed inside the production and manufacturing process and their possible solutions and their advantages.

Deliver accurate and clear definition and description of work completed (progress) thus far on a project or other job assignment (summary or synthesis).

Deliver accurate, clear, direct, and complete directions to operators of equipment and machinery.

LISTENING:

Hear directions given by engineering personnel.

Hear defined problems presented by production and manufacturing personnel.

Process and evaluate ideas during problem-solving meetings.

Discriminate among fact, opinion, and inference.

Discriminate between views expressed by engineering and management personnel and views expressed by operators and technicians.

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CORRECTIONS SCIENCE
10-504-2

POSITIONS:

Correctional officer employed by a state correctional facility.

Person employed by juvenile detention center to supervise youth and maintain security.

Youth counselor.

Teaching parent.

Adult employed in a half-way house to supervise, teach, or counsel youth.

Residential treatment counselor.

County correctional officer.

Juvenile group home worker or counselor.

Research/writing/program/filing assistant in court house, social services, or human services offices. Word processing and administrative assistant courses needed to qualify for position.

Case worker (with additional education and experience).

Probation and parole agent.

Correctional officer employed at state and federal correctional facilities as well as at county jails.

Home detention worker - community.

Adult crisis intervention worker - community.

Juvenile crisis intervention worker - community.

Youth care worker - community.

Psychiatric care technician - state (Wisconsin Resource Center).

Division of intensive sanctions agent - state.

Youth counselor - state.

Recreation leader employed by cities or community corrections agencies.

(Students who are employed after completing a two- year associate degree often go on to a four-year college or university for a Bachelor's Degree in criminal justice or social work. State requirements for some positions make a four-year degree mandatory.)

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READING (JOURNALS/PERIODICAL):

American Jails: The Magazine of the American Jail Association, The Association, Hagerstown, MD. (17+ readability)

Corrections Compendium, CEGA Services, Pub. Division, Lincoln, NE. (15/16 readability)

Corrections Digest, Washington Crime News Service, Annandale, VA.

Corrections Today, American Correctional Association, College Park, MD. (16 readability)

The Criminal Law Reporter, Bureau of National Affairs, Washington. (17+ readability)

Detention Reporter, CRS, Inc., Dents Hill, ME. (17+ readability)

FBI Law Enforcement Bulletin, Federal Bureau of Investigation, Washington, D.C. (16 readability)

Federal Prisons Journal, U.S. Dept. of Justice, Federal Bureau of Prisons, Washington, D.C.

Federal Probation, Administrative Office of the United States Courts: (Supt. of DOCS., U.S. G.P.O., distributor), Washington, D.C. (17 readability)

Jail & Prisoner Law Bulletin, Americans for Effective Law Enforcement, Inc., So. San Francisco, CA. (15 readability)

Liability Reporter, Law Enforcement Legal Defense Center, Americans for Effective Law Enforcement, Inc., San Francisco, CA. (13 readability)

Wisconsin Administrative Code, Reviser of Statutes, 19, Madison, WI.

The Wisconsin Criminal Law Bulletin, Statewide Prosecutor Education and Training Program, Wisconsin Dept. of Justice, Madison, WI.

Wisconsin Lawyer, State Bar of Wisconsin, Madison, WI. (17 readability)

READING (TASKS):

Study and apply information from current journals and periodicals.

Study and use appropriate information from court summaries.

Evaluate written statement from clients and inmates to determine legitimacy or honesty of claim.

Apply information from current news stories, court cases, and judges written decisions.

Proofread accurately.

Use grammar and usage handbooks accurately.

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WRITING:

Write accurate notes (observations of inmate or facility resident behavior; direct quotations made by inmates, group home, or center residents).

Write incident reports (narratives) detailing in chronological order specific occurrences involving inmates in correctional facilities or clientele in adolescent facilities or community-based programs.

Write court-ready conduct reports (narratives) detailing in chronological order specific rules violations (Wisconsin 303 code governing correctional facility discipline and practice, Juvenile Code covering policies and procedures related to handling of children and youth, and Wisconsin State Statutes governing crimes against persons and property) committed by inmates in correctional facilities.

Log daily incidents, behaviors, requests, and activities of juveniles in detention centers.

Log entries (15 to 20-minute period) of observed behaviors, actual statements of jail inmates or adolescents and adults in community-based settings.

Write accurate notes during intake interviews of adolescents or adults (additional education and experience often needed or required).

Summarize and synthesize observations made of inmates or adult or juvenile facility residents (additional education or experience often needed/required).

Summarize and synthesize adult or juvenile interviews (additional education and experience often needed).

Write recommendations for specific action based upon statute requirements or Department of Corrections guidelines (additional education or experience often needed).

Write court-ready pre-sentence investigation reports detailing description of offense, victim's and offender's statements, family history, social history, education history, psychological history, risk and need summary, agent's impressions, and recommendations for a convicted juvenile or adult offender (additional education and experience often needed or required).

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SPEAKING:

Explain facility policies and procedures to inmates, group home, or detention center residents.

Question inmates, group home, or detention center residents.

Describe inmate behaviors, statements, and situations to supervisors and colleagues.

Discuss inmate behaviors, statements, situations, and security precautions with colleagues and supervisors.

Discuss behaviors and their implications with inmates, group home, or detention center residents.

Issue clear orders to inmates and other adult or juvenile facility residents.

Interview inmates, juvenile facility residents, juvenile or adult offenders in order to provide thorough and accurate information for judges.

Interrogate inmates, juvenile facility residents, juvenile or adult offenders (additional education and experience often needed or required).

Testify as a witness or expert during a hearing or trial.

Describe problems and harms resulting from poorly stated and executed policies and procedures.

LISTENING:

Hear word-for-word statements of inmates, group home residents, or detention center residents.

Hear and process descriptions of incidents or situations given by inmates or residents.

Hear with nonverbal awareness the needs and concerns of adolescents and adults.

Maintain objectivity while hearing and processing information given by inmates, juveniles, and offenders.

Screen inmate, juvenile, juvenile offender, adult offender, and colleague statements, judgments, complaints, or conclusions.

Hear and process descriptions of family life, problems, situations, and conclusions made by juveniles and adults.

Hear and discriminate among mental attitudes, values, and beliefs of juvenile or adult offenders.

Designate clear cause and effect connections made by juveniles or adult offenders, counselors, psychologists, psychiatrists, social workers, attorneys, and judges.

Discriminate between fact and inference.

Identify prejudices and biases inside oral discourse.

Identify contradictions, fallacies, and lies inside oral discourse.

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CULINARY ARTS
10-551-1

POSITIONS:

Cook (head, short-order, or banquet) responsible for preparing and portioning food served in a restaurant.

Bakery or deli assistant responsible for preparing salads, breads, rolls, pies, meats, and meat dishes that are sold over-the-counter in grocery stores and independently owned businesses.

Purchaser responsible for ordering and receiving food supplies from wholesalers.

Manager responsible for supervising all wait staff in a dining room area and responsible for scheduling wait staff, and consumers in the dining room area, maintaining work schedules, and assigns work stations.

READING (JOURNALS/PERIODICALS):

Bon Appetite', Bon Appetite' Publishing Corp., Knapp Communications Corp., Los Angeles, CA.

CHEF Institutional, Talcott Communications Corp., Chicago, IL.

Cheese Reporter, Perry & Perry Publishers, Sheboygan, WI.

Dairy Foods, Gorman Pub. Co., Chicago, IL.

FDA Consumer, U. S. Department of Health, Education and Welfare, Public Health Service, Federal Department of Agriculture, Rockville, MD; Supt. of DOC., U.S. G.P.O. Distributors, Washington, D.C.

Hotel & Motel Management, Edgell Communications, Duluth, MN. (15 readability)

Institutional Restaurant.

Restaurant Business, Restaurant Business, New York, NY. (9 readability)

Restaurants & Institutions, Cahners Publishing Co., Chicago, IL. (14 readability)

READING (TASKS):

Use and apply information from procedure manuals.

Follow recipes and evaluate contents of recipes.

Interpret supply sheets accurately.

Use and apply information from equipment maintenance manuals.

Demonstrate ability to apply written instructions from supervisors and managers.

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WRITING:

Write work schedules that are clear and readable.

Write work assignments.

Write notes to fellow workers, supervisors, and wait staff.

Write recipes.

Write notes that define and describe problems in the kitchen or dining room areas.

Compose letters that request information from companies that manufacture kitchen equipment.

Compose letters that request prices and ingredient listings from supply companies that package staple products.

Write catering contracts.

Construct memos (internally) describing concerns, problems, and procedures.

Maintain accurate and complete documentation to be used in the writing of performance evaluations of kitchen and dining room personnel.

Write evaluations of kitchen and dining room personnel.

Write job specifications.

Write procedures for using equipment, for preparing food, and for serving food.

Construct cost-out menus; reports for customers and potential customers.

SPEAKING:

Question supervisors, managers, or customers intelligently, appropriately, and accurately.

Answer questions from fellow wait staff, kitchen staff, managers, supervisors, and customers accurately and succinctly..

Define and describe problems, concerns, and needs.

Explain procedures for completing kitchen or dining room tasks or procedures for preparing or serving foods.

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LISTENING:

Hear directions given by supervisors and managers.

Hear orders given by customers.

Avoid distractions. Remain focused on task.

Hear needs of customers clearly.

Hear more than one thing at one time and keep each directive, order, and need clear in mind.

Process instructions given by supervisors and managers accurately.

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ELECTRONICS — COMPUTER TECHNICIAN

10-605-3

POSITIONS:

Computer sales and service technician who sells, sets up, and maintains service for computer systems. May be employed by an industry to service and maintain all computer work stations and computer systems throughout the organization.

Field technician who sells, installs, and maintains service for computers and computer systems throughout a specific geographical area.

Computer technician who installs LAN (Local Area Networks) and who maintains a service and support relationship with users.

READING (JOURNALS/PERIODICALS):

Data Communications, McGraw-Hill, New York, NY. (12 readability)

Electronic Servicing & Technology, Intertec, Overland Park, KS.

Electronics

Support & Service

READING (TASKS):

Study and apply information from manuals.

Use schematics correctly.

Interpret written requests from clients or customers correctly.

Use grammar and usage handbooks accurately.

Interpret data from charts, graphs, bench sheets, and performance logs.

Proofread accurately.

Study, evaluate, and apply information from written analyze and conclusion sections of laboratory reports.

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WRITING:

Write procedures for operating and using computers.

Write procedures for operating and using systems and networks.

Compose letters and memos defining and describing problems and troubleshooting techniques used on-site.

Compose trip reports detailing specific tasks and actions completed on-site.

Describe systems and how they function.

Explain processes.

Explain troubleshooting techniques and procedures to be used by on-site personnel.

Define and describe current computer system limitations and problems.

Research and construct cost estimates and justifications for costs.

SPEAKING:

Question users, potential clients clearly and intelligently.

Define problems on-site, describe procedures to be used on-site, and define work schedule and the time frame for job completion.

Explain system problems and weaknesses.

Deliver clear, direct, accurate directions and instructions.

Adapt complex language and jargon to user-level understanding.

Discuss and problem solve. Use language analytically in one-to-one and group settings.

LISTENING:

Hear definitions of problems accurately.

Hear instructions and directives accurately.

Hear user and client needs accurately.

Separate levels of needs. Prioritize needs accurately.

Separate fact from opinion and inference.

Label assumptions and premises in thinking and speaking accurately.

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ELECTRO-MECHANICAL TECHNOLOGY

10-620-1

POSITIONS:

Laboratory test technician for company that develops and markets electronics equipment.

Technician responsible for installing and testing certain devices inside major machines or equipment.

Technician who services certain electronic, hydraulic, and pneumatic equipment or machinery.

Technician who designs computer circuit boards.

Field representative who travels to industry sites and troubleshoots problems with electronic, hydraulic, pneumatic equipment or machinery, servomechanisms, or processes.

Marketing/sales representative of equipment or machinery or devices.

Maintenance technician who ensures functioning of all electrical, electronic, hydraulic, or pneumatically controlled equipment or machinery in a business or industry.

Laboratory technician who troubleshoots problems in products being marketed by specific industries.

Technician working to assist research and development engineers by testing and monitoring product performance or troubleshooting design problems.

Technical writer writing procedures for using or troubleshooting equipment or devices, hardware and software manuals, application notes, and technical articles for publication.

READING (JOURNALS/PERIODICALS):

AI Expert (Artificial Intelligence).

American Machinist, Penton Pub., Cleveland, OH.

Basic Electronics, McGraw-Hill, New York, NY. (14 readability)

CAE- Computer-Aided Engineering.

Circuit Assembly.

Computer Design.

Connection Technology, published by ASHE, Association for the Study of Higher Education, Washington, D.C.

Control Engineering.

Datamation. (15 readability)

DEC Professional.

Design News. (14 readability)

ECN - Electronic Component News.

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EDN, Cahners Publishing Co., Newton, MA. (15 readability)

EDN - Products & Careers.

EE Product News.

Electronic Design.

Electronic Products.

Electronics Reference Databook, G/L Tab Book, Blue Ridge Summit, PA. (15 readability)

EMC Test & Design.

I & CS - Instrumentation & Control Systems.

ID Systems.

Industrial Computing.

Industry Week. Penton Pub., Cleveland, OH. (16 readability)

Machine Design, Penton Pub., Cleveland, OH. (14 readability)

MacWorld, PC Communications, San Francisco, CA.

Open Systems Today.

PC Industrial Automation Guide.

PC Magazine, Ziff - Davis Press, Emeryville, CA.

Photonics.

Power Quality.

Product Design & Development.

Scientific Computing & Automation.

STC (Society of Technical Communications) Journal.

Surface Mount Technology.

Tooling & Productions, Huebcore Communications Inc., Eagan, MN. (14 readability)

Wall Street Journal, Dow Jones Co., Inc., Chicago, IL. (12 readability)

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READING (TASKS):

Interpret lab report information, bench sheets, log information, graphs, and charts. Evaluate relevance and accuracy.

Study and apply current information from journals and periodicals.

Demonstrate ability to apply procedures from manuals.

Follow schematics accurately.

Proofread lab reports accurately.

Use grammar and usage handbook appropriately and accurately.

Study, evaluate, apply information from written analysis and conclusion sections of laboratory reports.

WRITING:

Define and describe circuitry to accompany schematics.

Log tests or other procedures completed during a shift or assigned, project-testing period.

Write procedures for operator-level users of electronics devices or equipment, hydraulic equipment, pneumatically controlled machinery, or servo-mechanisms (now needs to comply with ISO 9000 standards).

Write manuals for in-house and customer use.

Write troubleshooting procedures for technicians working with electronics devices or equipment, hydraulic equipment, pneumatically controlled machinery, or servo-mechanisms.

Complete laboratory reports describing lab testing of certain circuits, devices, mechanisms, or pieces of equipment.

Write recommendations to production engineering personnel upon lab testing results.

Compose newsletters.

Write papers to be presented at seminars or conferences.

Describe devices, mechanisms, and equipment.

Compose letters, memos, and faxes locally, nationally, and internationally defining and describing products and services, troubleshooting problems or concerns, proposing changes, or selling products and services.

Write engineering notes.

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Construct patent proposals.

Write analyses of how devices, equipment, or machines work.

Define and describe problems inherent with certain designs or processes being used.

Write proposals for capital expenditures.

Wrote proposals for changes in design or manufacture of certain devices, mechanisms, or equipment (with additional education and experience). Follow up with change (to product) notices if proposal is accepted.

Write articles for technical publications.

SPEAKING:

Question engineers, fellow technicians, clients, users in order to discover and understand specific problems, concerns, decisions, or recommendations.

Explain procedures, processes, problems, safety concerns, and recommendations to users, operators, potential buyers, fellow technicians, and engineers.

Discuss laboratory processes, procedures completed, testing problems, product weaknesses and strengths with fellow technicians, supervisors, and engineers.

Present ideas, resolutions to problems, project summaries, specifications in weekly group meetings.

Present and evaluate ideas during panel discussions.

Deliver sales presentations to potential customers.

Deliver presentations that define and describe the advantages of products at company display booths at industry shows.

Deliver seminar presentations at conferences that define and describe processes, product features, and product advantages.

Review or critique job performance or product.

Describe circuitry and circuit problems with manufacturing personnel.

Describe work completed for supervisors.

Define, describe, and analyze prototype and design for production engineering and executive personnel (with additional education and experience). "Sell" a design idea to production engineering and executive personnel (with additional education and experience).

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LISTENING:

Screen user complaints and descriptions of problems resulting from defective equipment or improper operation of equipment and mechanism.

Understand directions or work assignments given by supervisors or engineering personnel.

Understand and process questions from users, operators, fellow technicians, or manufacturing personnel.

Gather information during interviews with engineers.

Process and evaluate ideas during team project meetings. Hear all that other team members say.

Complete phone calls: local, national, international (conference calls).

Separate fact from inference.

Identify assumptions or statements that result from biases or prejudices about what can and cannot be done, about how procedures must be completed, or about how designs must be changed or built.

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ENGINE TECHNOLOGY
10-602-2

POSITIONS:

Technician who tests and repairs two- and four-cycle engines. Uses dynamometer.

Technician who assists engineering staff, assembles and disassembles, tests and charts engine (land and marine) and part performance, makes modification, and retests.

Representative for a manufacturing company who sells engines or vehicles to dealerships or other customers.

Representative for a manufacturing company who handles customer concerns and complaints. Satisfies customer needs.

Drafter who works with engineering staff to develop new engines or to modify existing engines.

READING (JOURNALS/PERIODICALS):

Design News, Cahners Publishing Co., Boston, MA. (14 readability)

Machine Design, Penton/IPC, Cleveland, OH. (13 readability)

Machinery's Handbook, Industrial Press, New York, NY.

Popular Mechanics, Popular Mechanics Co., Chicago, IL. (11 readability)

READING (TASKS):

Interpret and apply information from master die summary listing for description and information relative to certain jobs.

Apply information from specification articles for quality procedures.

Demonstrate an ability to apply standard manuals for following every design.

Interpret lab report information, bench sheets, log information, graphs, and charts. Evaluate relevance and accuracy.

Study and apply current information from journals, periodicals, and SAE reports.

Follow schematics accurately.

Proofread lab reports accurately.

Use grammar and usage handbook appropriately and accurately.

Study, evaluate, and apply information from written analysis and conclusion sections of laboratory reports.

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WRITING:

Write operating and safety procedures for buyers and users of two- and four-cycle engines.

Write specifications.

Maintain documentation for testing or modification procedures applied to specific engine.

Define and describe engine performance problems.

Write process description and process analysis of engine operation.

SPEAKING:

Ask accurate and intelligent questions of engineering personnel.

Answer questions clearly and precisely.

Interact, discuss, and problem solve one-to-one.

Interact one-to-one with vendors (carefully, and correctly describing designs and/or problems that may occur) and with salesmen (accurately describing what is needed when ordering).

Interact, discuss, and problem solve with teams.

Deliver progress reports to engineering personnel in one-to-one situations and in team and department meetings.

LISTENING:

Hear engineers' instructions and directives correctly.

Process different opinions and points of view. Summarize and synthesize differing viewpoints accurately.

Hear job evaluation accurately and then give feedback on the evaluation.

Maintain concentration despite distractions and noise.

Separate fact from opinion and inference.

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FOOD SCIENCE TECHNICIAN
10-065-1

POSITIONS:

Laboratory technician hired by vegetable, meat, poultry, or dairy processing plants to test products (physical, chemical, and microbiological), test preservation methods, and test packaging techniques. Aids in improving and troubleshooting production methods.

Assistant/technician hired to assist technologists and food researchers in the testing and development of existing products and new products or new preservation and packaging processes.

Pilot plant operator who assists in the operation and maintenance of a mini-production facility.

Dairy field person/technician who evaluates raw milk produced by dairy farmers to state and federal standards.

Sanitation technician hired to keep a restaurant, a food processing plant, an industry, or a motel/hotel within state and federal guidelines in terms of cleanliness.

Processing plant machine operator hired to operate, maintain, and troubleshoot certain machinery.

Grader hired to inspect meat, vegetable, or dairy products and affix a grade based upon state and federal standards.

Sales representative who markets equipment, machines, ingredients, or supplies to food processing plants.

Food plant foreman/supervisor who assists in the operation of a food production facility.

READING (JOURNALS/PERIODICALS):

Cheese Reporter, Perry & Perry Publishers, Sheboygan, WI.

Chilton's Food Engineering, Chilton Co., Radnor, PA.

Cultured Dairy Products, Journal American Cultured Dairy Products Institute, Washington, D.C.

Dairy Field, Coulter Pub. Co., Chicago, IL.

Dairy Foods, Gorman Pub. Co., Chicago, IL.

Farmline, (The Service, Supt. of DOC., U.S. G.P.O., distributor), Washington, D.C.

FDA Consumer, U.S. Department of Health, Education and Welfare, Public Health Service, Federal Department of Agriculture, Rockville, MD; (Supt. of DOC., U.S. G.P.O. distributors), Washington, D.C.

Food Processing, Putman Publishing Co., Chicago, IL.

Journal of Dairy Science, American Dairy Science Association, Lancaster, PA. (19 readability)

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Journal of Food Protection, International Association of Milk, Food, and Environmental Sanitarians, Ames, IA.

Meat & Poultry, Oman Publishing Co., Mill Valley, CA.

Meat Business Magazine, ADmore Pub., St. Louis, MO.

Packaging Digest, Delta Communications, Chicago, IL.

Scandinavian Dairy Info.

Scientific American, Scientific American Inc., New York, NY.

Wisconsin Administrative Code (Ag), State of Wisconsin, Madison, WI.

READING (TASKS):

Study and apply information from current journals and periodicals.

Study, evaluate and apply information from written analysis and conclusion sections of laboratory reports.

Interpret data from charts, graphs, bench sheets, and procedures logs.

Proofread lab reports accurately.

Use grammar, usage, and mechanics handbooks appropriately and accurately.

WRITING:

Write laboratory reports detailing objective, equipment and labware, procedures, data, analysis, conclusions, and recommendations for development or changes in products, in preservation methods, or in packaging processes.

Define/describe procedures and processes for performing certain laboratory tests.

Log daily lab or field activity.

Write information from one shift to another.

Write interdepartmental reports and lab minutes using correct sentence structure, form, grammar, and spelling.

Summarize and synthesize lab or field activity.

Summarize and synthesize findings during inspection of farmers' raw milk production facilities, and in-plant production processes.

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SPEAKING:

Give accurate directions for completing lab testing.

Ask clear, accurate questions to supervisors.

Discuss and analyze problems, procedures, test results with fellow technicians, supervisors, and technical teams. Problem solving.

Present weekly lab meeting updates to management clearly and concisely.

Use correct grammar and usage. Present intelligently.

LISTENING:

Hear supervisors' directions clearly.

Hear and interpret daily updated job information accurately.

Hear answers to questions.

Separate fact from opinion.

Hear and concentrate despite distractions.

Recognize biases that may impact upon accurate completion of laboratory testing.

Process client and customer complaints.

Hear others' points of view accurately.

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GRAPHIC COMMUNICATIONS — ELECTRONIC PREPRESS
10-111-1

POSITIONS:

Graphics technician or layout designer/artist who creates graphic aids manually or with electronic equipment and who converts the aid/designs to camera-ready form.

Pre-press technician who uses scanners and digital electronics equipment to convert layouts into negatives for processing.

Sales or company representative who may work with clients to define job specifications, who develops the sales contracts with clients, and who acts as a liaison between the company and the client.

READING (JOURNALS/PERIODICALS):

Office Systems '93, Springhouse Corp., Springhouse, PA. (16 readability)

PC Publishing & Presentations, International Desktop Communications, LTD., New York, NY. (11 readability)

Presentation Products, Full Circle Communications, Malibu, CA. (12 readability)

READING (TASKS):

Study and apply appropriate information contained in Selling Advantage Newsletter.

Study and demonstrate ability to use information contained in The Thomson Training Manual.

Study and apply information from current journals and periodicals.

Interpret data from charts, graphs, bench sheets and performance logs.

Use schematics correctly.

Proofread progress reports accurately.

Proofread client correspondence handbooks accurately.

Demonstrate understanding of content (concerns, requests) in letters, memos, and other correspondence.

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WRITING:

Use language accurately. Write correctly. Use correct grammar, usage, and punctuation.

Write clear, succinct notes describing work completed, problems, and projected completion times.

Write progress reports for supervisors, managers, and clients.

Write procedures for pre-press operations (i.e., scanning, printing, and operating digital equipment).

Compose letters communicating with clients regarding accounts.

SPEAKING:

Question supervisors, managers, and clients accurately and clearly.

Discuss, analyze, and solve problems with other artists or technicians.

Discuss, analyze, and solve problems with clients.

Discuss, analyze, and solve problems with supervisory personnel.

Define and describe a design and the rationale for the elements in the design.

Interact intelligently with account representatives.

LISTENING:

Hear instructions accurately.

Hear job descriptions accurately.

Hear others' points of view accurately. Process information accurately and give accurate feedback.

Close out noise and distractions and concentrate.

Separate fact from inference.

Hear information about business and business procedures via videotapes.

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INDUSTRIAL ENGINEERING TECHNICIAN

10-623-1

POSITIONS:

Industrial engineering technician who works with industrial engineers to plan production, design jobs and projects, evaluate performance, and evaluate efficiency.

Time study technician who determines "time on task" and is instrumental in cost, day rate, and incentive rate decisions.

Process planner who schedules tasks, draws up operation plans and is responsible for planning how and when materials in the plant will be used in the production process.

Numerical control or robot programmer who transfers designs and procedures into movements controlled by machines so that final products can be manufactured and assembled less expensively.

Manufacturing engineering technician who plans the manufacturing process, chooses the equipment and machines, the tooling, and the personnel needed to manufacture the product effectively.

Plant engineering technician who evaluates and works to improve plant layout, plans and implements group technology and flexible systems of manufacturing (FMS).

Quality control supervisor who implements total quality management (TQM) and statistical process control (SPC) techniques.

Safety technician or ergonomist who evaluates the relationship between personnel and the machinery in the plant and works to increase worker comfort and safety by improving the designs of tasks, jobs, tools, and machines.

READING (JOURNALS/PERIODICALS):

Hydraulics & Pneumatics, The magazine of fluid power and motion control systems, Penton Publications, Cleveland, OH.

Industry Week, Penton Publishing (Pittway Co.), Cleveland, OH. (16 readability)

Product Design & Development, Chilton Co., Radnor, PA.

Robotics World, Communications Channels, Atlanta, GA. (15 readability)

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READING (TASKS):

Use schematics correctly.

Study and apply information from current journals and periodicals.

Interpret and apply information from charts, graphs, bench sheets and performance logs.

Proofread accurately.

Use grammar, usage, and mechanics handbooks accurately.

WRITING:

Write procedures for operating machines, CNC equipment, robots.

Define and describe jobs, processes, processing plans, machine capability, JIT or FMS plans.

Compose memos that define, describe, and analyze production problems and that propose solutions.

Summarize work completed to date. Write progress reports that define the relationship between the task to be completed and the production deadline schedule.

Define and describe layout problems or inadequacies. Define and describe new layout designs.

Write procedures for using SPC or TQM techniques.

Describe process plans.

Write scheduling plans.

SPEAKING:

Question engineers, other technicians, and floor personnel intelligently, accurately, and clearly.

Present instructions to operators of equipment and machines.

Discuss, analyze, and solve problems in project team or department meetings.

Deliver progress reports to engineering and management personnel.

Discuss, analyze, and solve problems with fellow team members.

Deliver proposals for implementation of systems, techniques, changes in production planning, or approaches.

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LISTENING:

Hear directions and instructions from engineering and management personnel accurately.

Hear and process others' points of view.

Separate fact from opinion and inference. Recognize assumptions and others' frames of reference.

Hear rationale accurately. Identify fallacies of thought and speech.

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LEGAL SECRETARY
10-106-3

POSITIONS:

Secretary responsible for preparing and processing legal documents, and tasks pertaining to active cases on file. May work in one-attorney office or in large law firm.

Secretary responsible for maintaining control of legal schedules.

Secretary working with law-related tasks in trust or legal department of a financial institution.

Secretary working with law-related tasks inside business or industry.

Secretary working with law-related tasks inside a city, county, state, or federal office setting (social services, child support agencies, etc.).

Secretary working with administrative tasks for circuit court or appeals court judges.

READING (JOURNALS/PERIODICALS):

Bureau of Child Support News, Wisconsin State Publications, Madison, WI.

The Docket, National Association of Legal Secretaries, Tulsa, OK. (13 readability)

Governing, Congressional Quarterly Inc., Washington, D.C. (14 readability)

Legal Assistant Today, James Publishing Inc., Kansas City, MO. (15 readability)

The Secretary, National Secretaries Association, Kansas City, MO. (14 readability)

Psychology Today, Sussex Publishers, New York, NY. (11 readability)

Wisconsin Administrative Code, State of Wisconsin, Madison, WI.

Wisconsin Lawyer, State Bar of Wisconsin, Madison, WI. (17 readability)

Wisconsin Legal Directory, Legal Directories Publishing Co., Madison, WI.

Wisconsin Probate System Forms and Procedures Handbook, State of Wisconsin, Madison, WI.

Wisconsin Reporter.

Wisconsin State Statutes, Democrat Publishing Co., Madison, WI. (15 readability)

Manuals related to the use of computer hardware and software and office machines.

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READING (TASKS):

Use Attorney's Dictionary of Medicine accurately..

Apply information from Black's Law Dictionary, West Publishing Co., St. Paul, MN.

Demonstrate ability to use information contained in Legal Secretary Handbook, State Bar of Wisconsin, Madison, WI.

Demonstrate ability to use the Legal Thesaurus, Macmillan, New York, NY.

WRITING:

Compose letters that explain procedures to be followed or letters that gather information from clients or from other personnel involved in a specific case.

Write procedures to be used by clients in completing certain forms or certain steps necessary to secure legal representation.

Write procedures and manuals to be used by persons subject to Wisconsin State Statute requirements (i.e., Manual for Guardians).

Compose memos for accurate and complete telephone messages. -

Complete forms (medical authorization, affidavits, deposition summary).

Compose letters and reports that define and describe legal actions taken in civil and criminal litigation proceedings, domestic relations, real estate transactions, will and probate proceedings.

Write briefs.

SPEAKING:

Interact one-to-one with clients, potential clients, staff, and lawyers and courthouse personnel (often estate work requiring particular ability to relate to widows, widowers, and families of the deceased.)

Ask correct and succinct questions that secure necessary answers.

Answer appropriate questions from clients, potential clients, staff, and lawyers accurately and succinctly.

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Give accurate, clear instructions to office clerks, secretaries, and office assistants.

Define legal secretary as a position for participants in career fairs, etc.

Present definitions of problems and solutions commonly found within the profession to state and national organizations.

LISTENING:

Be alert to the overt and covert messages of clients who phone the office.

Be alert to the overt and covert messages of clients during face-to-face, one-to-one interactions.

Hear attorney instructions related to case files accurately.

Hear telephone messages accurately.

Demonstrate calmness, confidence when interacting with clients in order to help them with their problems.

Hear grief and its effect upon clients and their families accurately in order to respond effectively to clients' needs and concerns.

Discriminate between significant and nonsignificant information in order to gather that which is essential to the attorney handling a specific case.

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MARKETING
10-104-3

POSITIONS:

Sales representative who sells advertising space in newspapers, radio, or TV to businesses.

Advertising display specialist employed by retail stores or malls to design and present window, board, or open area advertising or promotions.

Telemarketer who finds prospective buyers or sells via the telephone.

Retail sales person who sells products or services to the public.

Manager's assistant or manager in training employed to eventually take over manager's responsibilities. Learns product or service and the business inside and out. Also learns supervision skills.

Promotion specialist who designs packages for marketing products, services, political candidates. Works for businesses, groups, organizations, or private citizens.

Customer service specialist who troubleshoots consumer problems or fields consumer questions and concerns.

READING (JOURNALS/PERIODICALS):

Advertising Age, Crain's International Newspaper of Marketing, Crain Communication Inc., Chicago, IL. (15 readability)

Advertising Research, Advertising Research Foundation, New York, NY. (17+ readability)

American Demographics. (10 readability)

Business Horizons, published for the Indiana University Graduate School of Business by JAI Press, Inc., Greenwich, CT. (15 readability)

The Business Journal, City/Business/USA, Milwaukee, WI.

Business Marketing, Crain Communication Inc., Chicago, IL. (14 readability)

The Competitive Advantage, Competitive Advantage, Inc., Portland, OR. (16 readability)

Consumer Reports: Annual Buying Guide, Consumers' Union of the U. S., Inc., Yonkers, NY.

Consumer Reports, Consumers Union of the U.S., Inc., Yonkers, NY. (12 readability)

Corporate Report — Wisconsin, Brady Co., Inc., Menomonee Falls, WI. (15 readability)

Data Communications (Lan Interconnect), Mc Graw-Hill, Inc., NY. (12 readability)

Fortune, Time, Inc., New York, NY. (10 readability)

Inc., United Marine Publications, Boston, MA. (16 readability)

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Inside Retailing, Lebhar - Friedman, New York, NY.

International Business, American International Publishing Company, Rye, NY. (15 readability)

LAN Times, Mc Graw-Hill, Inc., San Mateo, CA. (14-16 readability)

Marketing News, American Marketing Association, Chicago, IL. (12 readability)

Marketing Research, Prentice-Hall, Englewood Cliffs, NJ. (17+ readability)

Marketing Research, Reston Publishing Co., Reston, VA.

Marketing Research: A Quarterly Business Management Publication (A Magazine of Management and Applications), American Marketing Association, Chicago, IL. (17+ readability)

Marketing Research Review, Technical Publishing Co., Brattleboro, VT.

Marketing Review, American Marketing Association, New York, NY.

Marketplace Magazine. (12 readability)

Milwaukee Business Journal, City Business/USA Inc., Milwaukee, WI. (15 readability)

Modern Office Technology, Penton Publications, Cleveland, OH. (7 readability)

Money, Time Inc. Magazine Co. (Time Warner), New York, NY. (12 readability)

Overseas Business Reports, U.S. Dept. of Commerce, Domestic & International Business Administration (Supt. of Docs., U.S. G.P.O., distributor), Washington, D.C. (13 readability)

Personal Selling Power, Gerhard Gschwandtner & Associates, Fredericksburg, VA. (12 readability)

Progressive Grocer, Four Stamford Forum, Stamford, CT. (11 readability)

Promo, Smith Communications, Danbury, CT. (17 readability)

Psychology Today, Sussex Publications, Inc., New York, NY. (11 readability)

Purchasing, Cahners Publishing Co., Boston, MA. (14 readability)

Sales & Marketing Management, Sales & Marketing Management, NY. (14 readability)

Sportwear International.

Stores, National Retail Merchants Association, Inc., New York, NY. (15 readability)

Telemarketing, Technology Marketing Corp., Norwalk, CN. (16-18 readability)

Training: The Magazine of Human Resources, Lakewood Publications Inc., Minneapolis, MN.

Visual Merchandising & Store Design, Signs of the Times Publishing Co., Cincinnati, OH. (13 readability)

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The Wall Street Journal, Dow Jones Co., Inc., Chicago, IL. (12 readability)

Wisconsin International Trade, Bureau of International Development, Wisconsin Department of Development, Madison, WI. (18 readability)

Women's Wear Daily.

READING (TASKS):

Read and evaluate marketing magazines and journals regarding new business trends.

Discern main points from correspondences market reports, proposals, and statistics.

Proofread letters, marketing reports and proposals for accuracy.

Use grammar, usage, and mechanic guides accurately.

Demonstrate understanding of content (customer complaints and concerns) contained in letters to access problem and attitude accurately.

WRITING:

Write clear procedures for interaction with customers, handling of customer complaints, setup of displays, setup of advertising promotions. (Written for sales personnel.)

Compose letters answering customer concerns or complaints. Explain store policies and store action to be taken.

Compose letters requesting services, products, advertising space or privileges written to corporate personnel, mall management, city councils, organization officers, and other businesses.

Write marketing plans and proposals defining problems or advantages of some current policy or plan explaining procedures and processes by which the proposed plan or policy will work, analyzing cost and personnel factors, and defining and quantifying sales benefits.

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SPEAKING:

Converse one-to-one (small talk, interpersonal interaction).

Discuss and evaluate current sales approaches and policies, current marketing plans, store layout, display philosophies.

Answer customer questions accurately, succinctly, and directly.

Paraphrase, summarize, and synthesize questions or problems or concerns. State or restate customer or supervisor point of view accurately in order to take proper or effective action.

Define and describe policies and procedures, current marketing philosophies, and personnel attitudes or behaviors.

Define and describe problems and harms and limitations resulting current policies, procedures, marketing philosophies, and personnel attitudes and behaviors.

Deliver proposals (argument and persuasion) for change in or continuation of certain policies, procedures, marketing philosophies or plans, and selling strategies.

LISTENING:

Hear questions accurately.

Hear customer attitudes, values, personalities, characters.

Hear corporate attitudes about sales philosophies and expectations of personnel.

Discriminate among fact, opinion, and inference.

Separate fact from bias.

Hear, understand, and process directions given by supervisors and management personnel.

Hear personal biases as they affect one's ability to process others' points of view accurately and continually.

Identify fallacies, propaganda, persuasive devices, and language devices.

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MECHANICAL DESIGN TECHNICIAN
10-606-1

POSITIONS:

Technician hired to assist a mechanical or designer engineer in the design of some device, product, machine, tool, or piece of equipment. May modify designs in order to meet the specifications defined by some client or some project.

CAD (computer-aided drafting) operator who takes existing detail drawings, layouts, or sketches and enters them into the computer for easy access by engineers, or an operator who enters new layouts and designs as engineers complete them.

Design technician who designs new devices and machines under the supervision of a design engineer.

Detail drafting technician who provides extensive computer or board drawings with specifications for manufacturing the product or parts.

READING (JOURNALS/PERIODICALS):

AUTOCAD & plotter manuals.

Cadalyst.

Cadence, Ariel Communications, Inc., Austin, TX.

Custom Builder, Willows Publishing Group, Peterborough, NH. (17 readability)

Design News, Cahners Publishing Co., Boston, MA. (14 readability)

Engineering Design Graphics Journal, Engineering Graphics Division, American Society for Engineering Education, College Station, TX.

Hydraulics and Pneumatics (The magazine of fluid power and motion control systems), Penton Publications, Cleveland, OH.

Industry Week, Penton Publishing, Pittway Co., Cleveland, OH. (16 readability)

Journal of Manufacturing Systems, Society of Manufacturing Engineers/Computer & Automated Systems Assoc., of SME, Dearborn, MI.

Machine Design, Penton/IPC, Cleveland, OH. (13 readability)

Manufacturing Review, American Society of Mechanical Engineers, New York, NY.

Product Design & Development.

Technology Review, Alumni Association, Massachusetts Institute of Technology, Cambridge, MA. (13 readability)

Welding & Fabrication.

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READING (TASKS):

Read and evaluate technical magazines and journals for new trends.

Proofread proposals written for engineering, middle and upper management personnel.

Read and follow procedures for operator-level users of such instruments as micro meters and gage blocks, machines, and computer programs.

Read and apply information form such sources as AUDOCAD and plotters' manuals.

WRITING:

Write procedures for operator-level users of such instruments as micrometers and gage blocks, machines, and computer programs.

Define and describe design problems.

Evaluate existing designs; cost factors involved in designing, modifying, testing, and manufacturing certain parts and machines.

Write proposals in which certain designs, design modifications, choices of materials, changes in specifications, layouts, weights, dimensions, forces, or speeds are justified. (Written to engineering, middle, and upper management personnel).

Write specific reports and forms: systems manufacturing specification (SMS), systems assembly specification (SAS), systems test specification (STS), engineering change notice instructions and procedures.

SPEAKING:

Ask questions to fellow technicians, engineering personnel, supervisors, and clients.

Explain procedures and processes to operator-level listeners.

Explain procedures completed and choices made to engineering-level listeners.

Discuss and evaluate ideas and designs with fellow technicians and with engineering personnel.

Problem solve in discussing possible problems at hand.

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Use argument and persuasion in presenting proposals for designs, modifications in design, certain choices of materials, certain limitations, or certain problems in meeting specifications. Deliver to engineering, middle, or upper management personnel.

Assume leadership role as meeting coordinators, project managers, etc.

Deliver oral reports on meetings, projects, etc., to upper management.

LISTENING:

Hear discussion accurately so that one can take notes during meetings and know what to record.

Hear directions and instructions clearly and accurately so that one can carry out directions without a supervisor's guidance.

Hear and understand engineer rationale for certain choices to be made in design, in manufacturing, or in meeting certain specifications.

Block out distractions. Concentrate in a busy atmosphere.

Separate fact from inference. Recognize opinions, fallacies, and fact-supported conclusions.

Hear, screen, and field questions accurately.

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MEDICAL RECORDS TECHNICIAN
(HEALTH INFORMATION TECHNOLOGY AS OF 94-95)
10-530-1

POSITIONS:

Records technician who controls the use and release of health information for purposes of continuing care, legal action, insurance validation, or research.

Coding technician who assigns codes for operations, procedures, diseases, and therapies using nationally recognized classification systems.

Quality assurance/utilization management technician who reviews patient records (using criteria developed with clinicians) to assess the quality and appropriateness of care provided. Compiles statistical and graphic reports.

Registrar who maintains records and indices on persons diagnosed with certain diseases/illnesses conditions (i.e., cancer, trauma, birth defects).

Data analyst who organizes, analyzes, and technically evaluates information for confirmance with facility, legal, or accreditation requirements.

READING (JOURNALS/PERIODICALS):

Accreditation and licensing manuals/regulations.

Advance for Health Information Professionals, Merion Publications.

Communique (Wisconsin Medicare Part B Newsletter).

DSM 111-R Coding Manuals.

For the Record.

Hospital Medicine, Cahners Publishing Co., NY.

Hospital Practice, HP Publishing Co., NY.

Hospital Peer Review.

Hospital Topics (A Journal of Management Theory & Practice), Heldref Publications, Washington, D.C.

In Confidence (newsletter on confidentiality), AHIMA.

Journal of AHIMA (American Health Information Management Association), Chicago, IL. (14 readability)

Journal of Health Information Management Research, AHIMA with University of Illinois, Chicago, IL. (14 readability)

LTC Spectrum (newsletter of the Long-Term Care Section of AHIMA).

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Medical Record Briefing, Marblehead, MA.
Medical Record Management, Huffman, 9th Edition, Physicians' Record Company.
QA Connection (newsletter of the Quality Assurance Section of AHIMA.
QRC Advisor.
Records Management Quarterly. (18 readability)
St. Anthony's Coding for Physician Reimbursement.
Topics in Health Information Management, Aspen Publishers, Frederick, MD.

READING (TASKS):

Discern accurate message contained in correspondence from attorneys, insurance companies, and other health care providers.
Study and apply information contained in detailed medical reports.
Study and use information contained in ICD-9-CM Coding manuals.
Discern accurate information from illegible handwriting of health care professionals.
Apply information from medical record documentation which includes technical, medical terminology.
Study and apply information contained in policies and procedures.
Demonstrate ability to apply state and federal laws regulating confidentiality.
Use Wisconsin State Statute, Madison, WI.
Read for information and for details in order to transcribed accurately.

WRITING:

Write detailed, specific procedures and policies.
Write notes to physicians and to other health information personnel.
Write memos to all levels of staff requesting information, defining needs, and specifying procedures.
Logs activity.
Explain ICD-9-CM codes.
Write indexes (lists and various treatment information).

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SPEAKING:

Present information formally to other departments and school classes.

Conduct tours of the department for prospective health information management students. (Define and describe the work of the records technician.)

Identify audience knowledgeability and adapt choices of language to the audience's level of understanding and experience.

Converse, discuss, and problem solve during telephone and face-to-face contact.

Orient new employees.

LISTENING:

Hear instructions about new procedures.

Hear others' points of view during small group discussion of new procedures.

Hear physicians accurately. Know when it is wise to discuss a problem with them.

Separate fact from opinion and inference.

Listen to concepts and operationalize them.

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MEDICAL SECRETARY
10-106-4

POSITIONS:

Medical secretary - assistant who manages the medical office by organizing patient's charts and maintaining confidentiality, exercising decision making in scheduling patient appointments, displaying a positive attitude in handling patients, and interpreting the documents in patient's charts to prepare billing statements and insurance forms. Communicates effectively with patients, doctors, surgeons, the medical community, and insurance companies. Employed by small or large medical clinics, offices, and hospitals.

Service representative who works with medical insurance discussing claims and benefits with clients, doctors, medical secretaries, and insurance representatives. Uses CPT and ICD coding to interpret payment of claims. Interprets Medicare Part A and Part B in discussing payment of claims. Employed by insurance companies or insurance departments of medical clinics and offices.

Clerk who greets patients, organizes, and keyboards documents of a specialized nature. Employed in a specialized setting such as pharmacology, pharmaceutical companies, medical supply companies, ophthalmology, diagnostic laboratories, or veterinary clinics. Responsible for admissions, lab, billing, or insurance forms required by the facility.

Transcriptionist employed by a hospital, medical clinic, office, or home-based who edits, transcribes, files, and maintains medical reports from doctor's dictation. Uses computers and specialized software. Prioritizes dictation from several doctors. Understands and interpret indistinguishable and foreign doctor dictation.

Entrepreneur/medical transcription who creates, owns, and operates a medical transcription business. Oversees employees, schedules work orders, maintains confidentiality and strict professional standards. Coordinates doctor's dictation from several clinics and offices and produce transcribed documents in a 24-hour turnaround time.

READING (JOURNALS/PERIODICALS):

Creative Secretary Letter.

Hospitals: The Magazine for Health Care Executives, American Hospital Publishing, Inc., an American Association Company. (18 readability)

Journal of the American Medical Association, American Medical Association, Chicago, IL.

Office Personnel. (10 readability)

Managing Office Technology. (14 readability)

Modern Office Technology, Penton/IPC, Inc., Cleveland, OH. (7 readability)

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The Office Professional, Professional Training Associates, Round Rock, TX. (13 readability)

Perspectives on the Medical Transcription Profession, Health Professions Institute, Modesto, CA.

Physicians' Desk Reference, Medical Economics Co., Oradell, NJ.

Psychology Today, Sussex Publications, Inc., New York, NY. (11 readability)

The Secretary, National Secretaries Association, Kansas City, MO. (14 readability)

St. Anthony's Coding for Physician Reimbursement, St. Anthony Publishers, Alexandria, VA.

Wisconsin State Statutes, Democrat Publishing Co., Madison, WI. (15 readability)

READING (TASKS):

Discern main points from committee minutes and reports.

Process drug information (technical writing with higher readability levels).

Demonstrate understanding of content (requests concerns) contained in letters, memos, and other correspondences.

Follow complicated instructions from nurses and doctors.

Demonstrate ability to understand content (claims, benefits, policies) contained in insurance correspondence.

Process information from drug inserts and drug books.

Read for information (often technical and high in readability level).

Read for information and for details in order to transcribe accurately.

Use medical reference books and process information.

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WRITING:

Compose letters and memos to patients and clients. Define and describe schedule of tests, testing procedures, billing procedures, and scheduling of surgeries.

Write procedures for formatting, filing, and retrieving records from the manual or computerized filing system.

Define and describe insurance benefits provided by an insurance policy for a certain client and insurance interpretation.

Compose letters and memos requesting that certain action be taken by a claims adjustor or insurance agent.

Edit medical reports, histories, and patient progress reports.

SPEAKING:

Define appointment times available, office procedures, billing procedures, insurance claim procedure, etc., to clients and patients.

Define problems, concerns, and needs for change to supervisors.

Define concerns and problems to other office personnel.

Discuss procedures, problems, concerns, and needs for change during staff and office meetings.

Define insurance payments and coverage with customer service representatives at medical insurance companies.

Discuss patient status for hospitalization admittance, nursing home admittance, or scheduling surgeries with hospital personnel, nursing home personnel, or operating room personnel per doctor's direction.

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LISTENING:

Hear patient concerns and needs. Express empathy accurately.

Hear and follow doctor's verbal directions accurately.

Discern between "real" and "not real" patient problems.

Process and evaluate ideas in staff meetings.

Hear directives, instructions, and procedures from supervisory personnel.

Process differences of opinion and recognize biases as they impact upon systems of organization and task completion.

Hear, transcribe, and edit doctor's dictation of medical reports accurately.

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QUALITY ASSURANCE TECHNICIAN
10-623-2

POSITIONS:

Quality control technician or supervisor responsible for overdoing, checking, and maintaining quality in production and quality of final product.

READING (JOURNALS/PERIODICALS):

The Quality Engineering Journal.

Quality Forum, Institute of Quality Assurance, London, England.

Quality Magazine, Hitchcock Publishing Co., Carol Stream, IL. (15 readability)

Quality News, Institute of Quality Assurance, London, England.

Quality Progress Magazine.

Quality Today, Whitehall Press, Ltd., Kent, England.

READING (TASKS):

Study and evaluate trade magazines, journals for new ideas and trends.

Study and apply information from charts, graphs, and bench sheets.

Proofread procedures, reports, and proposals accurately.

Use grammar, usage, and mechanics guides accurately.

WRITING:

Write specifications.

Construct flow charts for the purpose of improving work flow and efficiency and effectiveness of product.

Construct flow chart analysis that defines and describes problems in quality being addressed by the changed movement pattern.

Write procedures for completing certain work assignments.

Use correct grammar and usage.

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SPEAKING:

Discuss and analyze production problems and concerns.

Interact personally.

Present to small groups defining or describing problems, programs, and solutions. Use correct grammar and usage.

LISTENING:

Hear others' points of view. Summarize and synthesize ideas accurately.

Repeat information from customers, operators, technicians, engineers, supervisors, and managers during telephone conversations and during one-to-one interaction accurately.

Separate fact from opinion and inference.

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SUPERVISORY MANAGEMENT
10-196-1

POSITIONS:

Production/line supervisor in an industrial setting.

Supervisor of persons in an office setting responsible for training, assigning responsibilities, and evaluating personnel.

Supervisor of persons in a department of a retail business.

Supervisor of persons who are hired to sell products or services.

READING (JOURNALS/PERIODICALS):

Career Planning & Co-op Experience Magazine.

Chronicle of Higher Learning, Chronicle of Higher Education, Washington, D.C. (15 readability)

E I Network, Teambuilding, Inc., Chadds Ford, PA.

Executive Strategies, National Institute of Business Management, New York, NY.

Group Benefit Booklets (Insurance benefit plans).

Industry Week, Penton Pub., Cleveland, OH. (16 readability)

Marketplace Magazine, ADD, Inc., Waupaca, WI. (12 readability)

Omni, Omni Publications International, New York, NY. (15 readability)

Supervision, National Research Bureau, Burlington, IA.

Supervisory Management, Periodicals Division of The American Management Association, Saranac Lake, NY.

Wall Street Journal, Dow Jones, Co., Inc., Chicago, IL. (12 readability)

Wisconsin Administrative Code, Madison, WI.

Working Smart, National Institute of Business Management, New York, NY.

Working Woman, Hal Publications, New York, NY. (10 readability)

Books dealing with job hunting and career trends.

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READING (TASKS):

Study and evaluate information in trade magazines, journals and newspapers for new ideas and trends.

Demonstrate understanding of content (requests, concerns, information) contained in letters, memos, and other correspondences.

Study and process information from charts, daily log, procedures, and forms.

Demonstrate ability to study and apply department and agency policies and procedures.

Proofread letters, memos, and other correspondence for accuracy.

Proofread reports, proposals, procedures and recommendations for accuracy and completeness.

Use grammar, usage, and mechanic guides accurately.

Discern main points from proposals and recommendations.

Interpret and evaluate data from charts, graphs, survey, statistics.

WRITING:

Write procedures for completing tasks or processes.

Define and describe sales approaches, department or industry philosophies, and hiring philosophies and procedures.

Evaluate procedures or processes being used in office, bank, manufacturing, or retail sales settings.

Evaluate personnel performance.

Write recommendations for changes or maintenance of certain procedures or policies used in offices, retail businesses, banks, or industries.

Write proposals that define and justify certain plans for changes in hiring, selling, supervising, or manufacturing procedures and processes.

Write outlines, procedures, and schedules to be used for the training of personnel in offices, banks, retail settings, or industries.

Compose interoffice correspondence and telephone messages.

Compose internal and external letters.

Write flyers and handbooks.

Compose government status reports.

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SPEAKING:

Question personnel accurately and succinctly.

Give directions and procedures to be followed by office staff, lab testers, salespersons, bank tellers, or line workers whom one supervises.

Give one-to-one feedback.

Discuss employee problems and concerns.

Explain problems in manufacturing, sales philosophies and approaches and policies.

Summarize and synthesize activity during a certain time period.

Deliver proposals requiring argument for or against certain practices and persuasion that "sells" certain ideas and practices to upper management or to employees.

Present for faculty and staff in-service, banquet and socials, classes, and civic gatherings.

Interact during phone calls from faculty, staff, and students.

Communicate with policyholders, providers (clinics and hospitals), or group representatives (employers). (Some representatives and enrollment examiners visit groups to enroll new policyholders which requires one-to-one or group speaking assignments. This involves walking through a group application and describing insurance benefits.)

Train employees. (This requires group speaking on topics such as describing new insurance products. Also in regular department meetings, supervisors and assistant supervisors are required to update the staff on new policies and procedures. The assistant supervisors provide feedback to employees on a daily basis regarding quality audit results.)

Train personnel in companies which have recently purchased insurance on premium billing procedures and policies for any changes required. (A manual is provided to the company for reference.)

Participate in conference calls with other regional offices to discuss technical issues. (The supervisors and assistant supervisors are required to attend various meetings and then educate department members on the topic of discussion.)

Conduct tours for prospective customers, existing customers, and other appropriate individuals. (The staff is required to participate in demonstrations and presentations for this purpose.)

Interact with each other on a daily basis. (Interpersonal relationships and teamwork are the key to success, which is why this is on every employee merit appraisal.)

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LISTENING:

Hear employee concerns. Separate the "real" from the "supposed."

Separate fact from opinion. Identify inference. Identify assumption.

Identify biases of employees and upper management personnel. Recognize the impact of those biases on the communication of department, agency, store, or industry purposes and outcomes.

Hear and understand others' points of view accurately.

Hear criticism, complaint, and suggestions accurately and non-defensively.

Hear telephone messages from faculty, staff, and students.

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WATER AND WASTEWATER TREATMENT TECHNICIAN
10-527-2

POSITIONS:

Municipality or city water/wastewater treatment plant operator.

Industrially-based waste treatment operator.

Municipality, city, or industry lab technician.

Department of natural resources water/water fowl and fish manager.

Chemical company test technician.

Environmental control technician working to monitor and control hazardous waste materials or chemical contamination of soil and water.

READING (JOURNALS/PERIODICALS):

American Water Works Association Journal, American Water Works Association, Denver, CO. (21 readability)

Drinking Water and Backflow Prevention, SFA Enterprises, Denver, CO.

EPA Journal, United States Environmental Protection Agency, Washington, DC.

Journal of Water Pollution Control Federation, Water Pollution Control Federation, Alexandria, VA. (15 readability)

Operations Forum: A WPCF Publication for Wastewater Professionals, Water Pollution Control Federation, Washington, DC. (12 readability)

Operations Forum, Water Pollution Control Federation, Alexandria, VA. (12 readability)

Opflow, American Water Works Association, Denver, CO. (12 readability)

Plant Engineering, Cahners Publishing Co., Newton, MA. (14 readability)

Public Works, Municipal Journal and Engineer, Inc., New York. (16 readability)

Public Works, Public Works Journal Corporation, Office of Publication, Ridgewood, NJ. (16 readability)

Tappai Journal, Tappai, Norcross, GA. (15 readability)

The American City and County, Morgan-Grampian Publishing Co., Pittsfield, Maine.

The Bench Sheet, Water Environment Federation, Alexandria, VA. (17 readability)

The Clarifier, The Clarifier, Baraboo, WI. (15 readability)

The Maintenance Journal, International Maintenance Institute, Madison Publishing Div., Appleton, WI. (17 readability)

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Water and Sewage Works, Scranton Gillette Communications, Des Plaines, IL. (185 readability)

Water Engineering and Management, Scranton Gillette Communications, Des Plaines, IL. (15 readability)

Water Well Journal, Water Well Journal Publishing Co., Columbus, OH.

Wisconsin Rural Water Journal, Wisconsin Rural Water Association, Stevens Point, WI. (16 readability)

READING (TASKS):

Study and apply information from current journals and periodicals.

Interpret and apply information from graphs, charts, bench sheets, and performance logs.

Demonstrate understanding of content (requests and concerns) in letters, memos and other correspondences.

Understand and use high complex technical vocabulary.

Discern main points from reports, recommendations and proposals.

Process and apply information contained in federal regulations for environmental safety such as the Clean Air and Water Act.

Proofread accurately.

Use grammar, usage, and mechanics handbooks accurately.

WRITING:

Log daily plant operations. Record specific testings completed (biological oxygen demand, suspended solids, etc.).

Log operation problems, mechanical or maintenance procedures, and readings from tests completed.

Define and describe problems encountered during routine maintenance of equipment.

Define and describe problems encountered during routine meeting of state and federal water standards.

Write procedures for completing tests and maintenance.

Evaluate plant performance.

Evaluate plant employees.

Evaluate equipment.

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Compose letters requesting information about equipment and machinery manufactured for use by treatment plants. Compose letters and memos to town and city councils or to management in industry explaining plant problems. Compose letters to customers explaining dangers of chemicals and procedures for handling dangerous chemicals or dangerous waste materials.

Write annual reports for the Department of Natural Resources and the Environmental Protection Agency detailing plant operations and maintenance of water quality standards.

Compose letters to legislative and lobby personnel explaining and justifying legislation related to improvement of water quality.

Write proposals to town and city councils or to management in industry justifying changes in plant procedure, purchase of new equipment or machinery, and expansion of plant capabilities.

SPEAKING:

Explain procedures to plant personnel

Summarize and synthesize operations and plant activity to town and city councils or management in industry regularly scheduled meetings.

Define and describe problems encountered during routine maintenance of equipment.

Define and describe problems encountered during routine meeting of state and federal water standards.

Deliver recommendations to town and city councils or management industry related to employee and equipment performance.

Deliver proposals to town and city councils or to management in industry justifying changes in plant procedure, purchase of new equipment or machinery, and expansion of plant capabilities.

LISTENING:

Screen complaints from town and city residents, plant personnel, or industry personnel.

Screen recommendations and criticism from Department of Natural Resources personnel.

Understand, process, and field questions from plant employees, citizens, council members, and management industry.

Understand and process information and recommendations from Department of Natural Resources, Environmental Protection Agency, and other environmental interest groups.

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ACCOUNTING ASSISTANT
31-101-1

POSITIONS:

Account clerk who works with vouchers, invoices, and other documents to compile and record financial an business transaction data.

Data entry clerk who enters data into computer systems.

Bookkeeper who handles payroll, receivables, payables, and periodicreports.

READING (JOURNALS/PERIODICALS):

Accounting Technology. Faulkner & Gray, New York, NY. (13 Readability).

Baron's National Business & Financial Weekly. Baron's, Boston, MA. (13.3 Readability)

The Chronicle of Higher Education. Chronicle of Higher Learning, Washington, DC. (12 Readability)

Computers in Accounting. Computers in Accounting, New York, NY. (13 Readability)

Fortune. Time, Inc., New York, NY. (10 Readability)

Money. Time, Inc., NY. (12 Readability)

Occupational Health & Safety. Medical Publications, Inc., Waco, TX. (15 Readability).

PC World. PC World Communications, San Francisco, CA. (12 Readability).

The Practical Accountant. Warren Gorham & Lamont, Inc., Boston, MA. (12 Readability)

Profitable Investing. Phillips Publications, Potomac, MD.

READING (TASKS):

Study and apply current state and federal tax information.

Demonstrate ability to apply procedures from hardware and software manuals.

Interpret client or customer needs correctly from letters and notes.

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WRITING:

Describe procedures to be followed by office personnel.

Draft intelligent, thorough, accurate letters to clients and customers.

Draft intelligent, thorough, accurate memos to colleagues or supervisors.

Employ correct grammar and usage.

Use correct mechanics of writing.

Structure sentences and paragraphs correctly and clearly.

SPEAKING:

Ask questions in order to secure information necessary for the completion of tasks.

Discuss and solve differences of opinion with fellow account clerks or supervisors.

Interact cordially, positively, and constructively with customers, fellow employees and with supervisory personnel.

Speak intelligently, correctly, and clearly.

Explain procedures used to customers, to fellow employees, and to supervisors.

Describe procedures to be used to other office personnel.

LISTENING:

Hear answers to questions. Process information given through the questioning and answering sequence.

Hear differences of opinion. Process data that will clarify the issues inherent with the disagreement.

Hear instructions and procedures accurately.

Hear questions accurately. Summarize and synthesize in order to respond accurately and completely.

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AG DIESEL POWER MECHANIC
31-070-1

POSITIONS:

Diesel mechanic who services diesel-powered farm equipment, construction equipment, and trucks.

Technician who troubleshoots problems in hydraulic and electrical systems in trucks and tractors, backhoes and loaders, and other industrial equipment.

Farm equipment mechanic who specializes in service of all kinds of agricultural machinery, including combines, tractors, skid loaders.

READING (JOURNALS/PERIODICALS):

Diesel Progress (Engines and Drivers).

Farm Industry News. Webb Division, Intertec Publishing Corporation, Minneapolis, MN. (14 Readability).

Farm Power Equipment.

Farm Show. Farm Show Publishing Inc., Lakeville, MN. (12 Readability).

Fleet Owner.

Fluid Power Journal.

Occupational Health & Safety. Medical Publications Inc., Waco, TX. (15 Readability).

Owner Operator.

READING (TASKS):

Study and apply information from farm equipment service and repair manuals, as well as service bulletins.

Study and apply information from technical manuals containing mathematical calculations, measurements, and troubleshooting guidelines.

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WRITING:

Write request for credit forms that define causes and types of failure, part numbers and descriptions, and costs.

Define causes and types of failure on technical report forms; show nature of and location of problems, and present recommendations to dealers.

Define causes and types of failure, procedures applied, and results of work on warranty claim forms.

Define and describe on shop report forms specific machine performance problems and procedures used to correct the problems.

Define work to be done on work orders and explain extent to which the procedures restore performance to optimum level.

SPEAKING:

Explain mechanical processes to customers.

Describe causes for failure to customers.

Describe troubleshooting actions to be taken and rationale for those actions.

Describe systems, methods, procedures at bi-annual clinics attended by service personnel and technicians.

LISTENING:

Hear customers' descriptions of machine performance problems they need to have solved.

Hear descriptions of procedures to be performed or that have been performed by fellow technicians.

Hear feedback from fellow technicians, customers, supervisors accurately in order to abort, alter, or extend procedures.

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APPLIANCE SERVICING
32-401-1

POSITIONS:

Service technician who installs, repairs, and maintains home and commercial appliances.

Service representative who provides service for manufacturers and dealers in a specified area.

READING (JOURNALS/PERIODICALS):

Appliance Tech Talk! Precision Trax Inc., Arvada, CO. (14 Readability)

Radio Electronics. Gemsback Publication, Inc., Farmingdale, NY. (16 Readability).

READING (TASKS):

Study operators' manuals.

Study manufacturers' information about products and servicing.

Study manufacturers' specifications sheets and schematics.

WRITING:

Describe appliance performance problems on work orders.

Log daily activities in order to maintain accountability.

Define and describe specific procedures for correcting appliance performance problems.

Define and describe procedures used during installation.

Document procedures followed during repairs or clarify, in notes to fellow technicians, procedures yet to be completed.

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SPEAKING:

Ask intelligent, pertinent questions in order to understand customer or client problems with appliances.

Define and describe specific procedures for correcting appliance performance problems.

Answer customer or client questions concisely, accurately, thoroughly.

Direct assistants and apprentices through shop or troubleshooting procedures.

LISTENING:

Hear directions and instructions clearly and accurately.

Hear customer frustrations, complaints, and concerns.

Hear differing opinions accurately.

Separate fact from opinion.

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AUTOMOTIVE TECHNICIAN
32-404-2

POSITIONS:

Auto technician who diagnoses and repairs problems in automobiles.

Auto specialist who works as a technician in specialized areas such as transmission, brakes, electrical, alignment, tune-up, or radiator and air conditioning service.

Parts specialist who works in a larger shop of parts business ordering and selling parts for automobiles.

READING (JOURNALS/PERIODICALS):

Automotive Engineering. SAE International, Brimfield, OH.

Automotive Rebuilder. Babcox Publications, Akron, OH. (16 readability)

Brake and Front End. Babcox Publications, Akron, OH. (19 readability)

Hot Rod Magazine.

Machine Design. Penton Publishing, Inc., Cleveland, OH.

Motor. Crysler Motor Corporation, Detroit, MI.

Motor. The Hearst Corporation, Garden City, NY. (13 readability)

Motor Trends Magazine.

Popular Mechanics. Hearst Corporation, New York, NY. (12 Readability)

READING (TASKS):

Study and process information from technical newsletters published by industry-specific professional organizations.

Study and process information from manufacturers' technical service manuals (Chilton's, Motor, etc.)

Study and process information from item-specific diagnostic manuals.

Study and use information from equipment manufacturers' manuals.

Study and use information from product warranty manuals.

Study and demonstrate understanding of instructions and procedures for filing warranty claims.

Study and demonstrate understanding of state and federal manuals dealing with environmental concerns (Vehicle emission standards, CFF recovery, recycling & reclamation, etc.)

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Study and process information from technical service bulletins.

Study and process information from product update bulletins.

Study and demonstrate understanding of schematics (electrical, electronic, and hydraulic) and diagnostic algorithms and flow charts.

WRITING:

Write work orders that articulately explain problems and procedures used to correct problems.

Write parts order forms.

Summarize service completed.

Write estimates.

Write warranty reports that summarize problems, testing procedures used, performance criteria, and performance level attained.

SPEAKING:

Ask clear, succinct, intelligent questions.

Answer questions clearly, succinctly, intelligently, thoroughly.

Define and describe clear procedures to be employed during the testing and troubleshooting processes.

Define clear, complete, logical, and thorough procedures for completing tasks.

Articulate opinions clearly.

State facts (observable data) clearly, succinctly, accurately, thoroughly.

LISTENING:

Hear questions asked by fellow technicians and supervisors and customers.

Hear procedures accurately in order to apply procedures accurately.

Separate fact from opinion.

Discern between objective and subjective data.

Hear frustrations, concerns, unspoken messages of fellow workers, customers, and supervisors.

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BARBER/COSMETOLOGIST
31-502-1

POSITIONS:

Barber/Cosmetologist responsible for haircutting, styling, skin and hair treatments, permanent waving, hair coloring, facial, and manicure services to patrons in privately owned or chain-owned establishments.

Sales person responsible for selling, demonstrating, and developing marketing proposals for barber and cosmetology products.

Specialist responsible for only one area of service (hair styling, permanent waving, coloring, skin care, manicuring, and artificial nails). Employed in specialist facility with other exclusively trained persons.

READING (JOURNALS/PERIODICALS):

American Salon, Service Publications, New York, NY.

Business Marketing, Crain Communications Inc., Chicago, IL. (14 readability)

Marketing Research, Reston Publishing Co., Reston, VA. (17+ readability)

Modern Salon, Vance Publishing Co., Lincolnshire, IL.

Nails, Nails Magazine, Huntington Beach, CA.

READING (TASKS):

Apply directions on chemical products being used.

Study and apply information contained in notes taken at seminars (details one cannot comprehend until actually performing the hands-on work).

Study and apply information contained in state memos.

Interpret daily appointment schedules correctly.

WRITING:

Write promotional signs offering new products and services; usually one-of-a-kind.

Write appointments; including notations defining the services requested.

Write purchase orders.

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Complete product inventories.

Compose advertising copy.

Define and describe services; possibly in brochure format.

Compose letters to companies requesting information about products, prices, chemical specifications.

Write procedures for completing certain kinds of services for customers.

Write procedures for handling certain kinds of situations and routine tasks in the shop or salon.

Write customer service cards and keep records of accurate descriptions of service completed for clients.

SPEAKING:

Converse one-to-one (small talk) with customers on personal, local, national, and world topics.

Discuss local, national, and world topics in open-establishment situations.

Discuss and analyze problems and concerns inside the establishment (one-to-one).

Discuss and analyze problems and concerns inside the establishment.

Ask intelligent questions in seminar settings.

Discuss intelligently in seminar settings.

Define and describe job responsibilities in career-day settings.

LISTENING:

Hear customers' requests, during phone conversations and during one-to-one conversation. Process requests accurately.

Hear customers' concerns and/or complaints non-defensively.

Hear and respond to customer "small talk."

Hear the needs of fellow workers in the establishment; help when necessary.

Hear the colleague requests for "Duty Work" that must be completed in order to keep things picked up and keep the operation of the establishment smooth. Hear the potential frustrations and stresses of fellow workers.

Separate fact from opinion and inference.

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CHILD CARE SERVICES AND FAMILY DAY CARE
31-307-1

POSITIONS:

Child care teacher who plans and implements activities and lessons in a child care center.

Child care owner or operator who manages and operates a day care center for children.

READING (JOURNALS/PERIODICALS):

Child Care Information Exchange. Roger Neugebauer, Belmont, MA.

Day Care & Early Childhood. Human Science Press, New York, NY.

Early Childhood Today. Scholastic Inc., New York, NY.

Nursery. Nursery World, LTD., London.

Nursery World. (Unit A, The Schoolhouse Workshop, 51 Calthorpe St., WCIX OHH) Nursery World Ltd., London, England. (13 Readability).

Nutrition Today. Williams & Wilkins, Baltimore, MD. (15 Readability).

Parenting. Parenting Magazine Partners, San Francisco, CA. (12.4 Readability)

Pre-K Today. Scholastic, Inc., New York, NY.

Scholastic Early Childhood Today. Scholastic, Inc., New York, NY.

Totline. Warren Publications, Alderwood Manor, WA.

Working Mother. McCalls Publishing Co., New York, NY. (12 Readability)

Young Children. Young Children, National Association for the Education of Young Children (research articles related to early childhood).

READING (TASKS):

Study child development texts, including specialized vocabulary.

Study and follow Department of Health and Social Services licensing rules.

Study and apply Piaget, Ericksen, and other child psychologists' theories.

Study and evaluate information from newspaper articles that relate to children and education of children, families, and child care.

Read and understand day care center policies and procedures.

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Demonstrate understanding of and ability to apply the Wisconsin Administrative Code HSS 45 licensing rules for family day care centers for family day care centers for children and the licensing rules for group day care centers.

Study in-depth research reports, "request for proposal" details when requesting grant funds, text books, and instructors' guides.

WRITING:

Define and describe observed child behavior; report specific actions taken.

Summarize activities completed for parent newsletters.

Write informal notes to parents (anecdotal and narrative formats).

Keep accurate records.

Log daily observations; child eating habits, play habits, sleep habits.

Explain procedures for activities in parent newsletters.

Write incident reports (may be used as evidence in legal cases).

Compose letters answering parent questions, concerns, or complaints.

Write "thank you" letters.

Write day care center policies.

SPEAKING:

Speak clearly, with grammatically correct articulation; convey information accurately.

Handle phone calls and messages appropriately.

Give clear one-to-one directives for children.

Give clear one-to-one oral "reflection" of child's behavior.

Give clear one-to-one explanations of procedures for parents and/or employers.

Report orally an accurate synopsis of "child's day" (activities and behaviors) for fellow employees, supervisor, parents.

Ask and answer questions at job interviews.

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Ask and answer questions about child behavior.

Describe degree of responsibility and job tasks for employees clearly, completely, accurately.

Deliver information about the facility, policies, and procedures clearly and accurately to new teachers and to parents.

LISTENING:

Hear children's questions and concerns accurately.

Discern between real and pseudo concerns, illnesses, "hurts."

Separate fact from inference.

Separate objective fact from subjective interpretation of fact.

Hear, understand, and process requests, directives, criticisms, compliments, and complaints.

Hear, understand, and respond appropriately to children's and employers' needs and requests.

Hear and understand parents' needs.

Hear criticism or complaint non-defensively.

Hear state licensing staff (owners).

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ELECTRICAL POWER DISTRIBUTION
31-413-2

POSITIONS:

Line Mechanic who works with power line companies to construct maintain power lines and power sources.

Cable line mechanic who installs and maintains cable TV and fiber optic systems.

READING (JOURNALS/PERIODICALS):

Electric Light & Power. Penwell Publishing Co., Tulsa, OK. (16 Readability).

ENR (Engineering News Record). McGraw-Hill, Inc., New York, NY. (14 Readability)

READING (TASKS):

Study and process information from company handbooks, policy manuals, stock code books.

Demonstrate understanding of the content (requests, concerns) contained in daily letters, memos, or other correspondence.

Study and process information from the electric distribution standards manuals.

Study and process information from the electric operations procedure manual.

Demonstrate ability to apply information from the electric serviceman's manual.

Study and process information from hot stick manuals.

Demonstrate understanding of the Lineman's/Cableman's Handbook.

Study and demonstrate ability to apply content of safety manuals.

Study and apply material from transmissions and distribution map books.

Study and demonstrate ability to use specifications and drawings for electric utility construction.

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WRITING:

Complete daily time sheets, construction staking sheets, (overhead and underground), retirement staking sheets (overhead and underground), materials sheets, work plans, transformer or equipment set up and removal forms, service and meter set up and removal forms, job order and sketches, and vehicle maintenance logs.

Log apparatus inspection activity. Document procedures followed or action taken.

Complete purchase orders and service orders clearly and accurately.

Describe injury or accident incidents in narrative form.

Describe damage.

Write interoffice memos detailing problems, failures, and procedures taken.

Write locations requests.

SPEAKING:

Describe daily work procedures and methods to be used (tail board discussions).

Explain safety procedures for crews.

Define and describe concerns, problems, procedures, daily work one-to-one with supervisors and office personnel.

Present knowledge of procedures during annual, oral tests for competency and advancement.

Define, describe and solve problems of safety in small groups or in meeting situations.

Participate (define, describe and problem solve) during TQF- quality focus groups and training sessions.

Present information, procedures, or solutions during safety meetings or other group training sessions.

Interact one-to-one with customers or public.

Interact one-to-one with fellow employees.

Interact one-to-one with contractors.

Present instructions to crew members.

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LISTENING:

Hear instructions from crew leader accurately.

Hear procedures accurately.

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FOOD SERVICE PRODUCTION
31-303-2

POSITIONS:

Assistant cook who works with the head cook in production of all food.

Dietary aide who works with the dietitian or supervisor to prepare food for specialized diets.

Cook who works in schools and other institutional facilities to prepare entrees, vegetables, salads, sandwiches, and desserts.

Restaurant host/hostess who manages a restaurant or dining room.

Bakery/deli assistant who assists the baker and deli manager in production of all food.

READING (JOURNALS/PERIODICALS):

Baking Production and Marketing. A Cahners Publication.

Bon Appetit.

Food & Wine.

Hotel Motel Management. Advanstar Communication Inc., Cleveland, OH. (12.3 Readability)

Modern Baking. Donahue/Meehan Publishing.

Progressive Grocer. Four Stamford Forum, Stamford, CN. (13 Readability).

Restaurant and Hospitality.

RB (Restaurant Business). Restaurant Business Magazine, New York, NY. (9 Readability)

Wisconsin Restauranteur. Madison, WI.

READING (TASKS):

Study and evaluate menus.

Study and process instructions for preparation of foods, organization and layout of dining area, organization and assignments of wait staff, and any additional requirements for preparing and serving the meal.

Study, evaluate and demonstrate ability to use information from food sections in major newspapers.

Study and process information from instruction manuals for equipment operation, safety handbooks, employee handbooks, performance evaluations, function sheets for banquets, company or department memos regarding policy changes, and daily schedules.

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WRITING:

Write clear, complete menus.

Write clear notes that request information or services from fellow employees or supervisory personnel.

Write clear notes that direct fellow employees to perform certain tasks.

Write clear instructions for preparation of foods, organization and layout of dining area, organization and assignments of waitstaff, and any additional requirements for preparing and serving the meal.

Write accurate daily requisitions for food items.

Write thorough, accurate, clear accident or safety reports.

Write clear, thorough, accurate vacation or workshop requests.

Write clear, accurate requests for transfer of foods to other departments.

Write clear, accurate weekly schedules.

Employ correct grammar and usage.

Use correct mechanics.

SPEAKING:

Ask accurate, intelligent questions.

Speak clearly, distinctly, confidently.

Use accurate language and correct grammar.

Converse easily, cordially, positively with customers.

Avoid interrupters of language ("ah," "and ah," "you know," "I mean") and slang usages that annoy listeners.

Give clear, accurate instructions and procedures.

Explain daily work assignments clearly and completely.

Explain procedures clearly during training sessions of new employees.

Define and describe company policies and procedures clearly during orientation sessions of new employees.

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LISTENING:

Hear answers to questions.

Hear differences of opinion that can cause problems in the work setting. Process information in order to solve differences.

Separate fact from opinion.

Hear instructions and procedures accurately in order to perform without supervision.

Hear daily work assignments clearly.

Hear and process instructions for new food preparations and changes in food production methods.

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MACHINE REPAIR
31-460-3

POSITIONS:

Maintenance mechanic who repairs machines and keeps them operating.

Preventive maintenance mechanic who works to predict possible machine failures and who plans and executes strategies to prevent those failures.

Assembler who tears down and rebuilds machines used in manufacturing settings.

Apprentice electrician or apprentice mechanic who assists engineering staff and who might be working toward maintenance journeyman or millwright status.

READING (JOURNALS/PERIODICALS):

Communicator. Laurence Ragan Communications, Inc., Chicago, IL. (12.6 Readability)

Hydraulics and Pneumatics. Penton Publication, Cleveland, OH. (15.3 Readability).

Industry Week. Penton Publication, Cleveland, OH. (16.5 Readability).

The Maintenance Journal. International Maintenance Institute/MadiSen Publishing Division, Appleton, WI. (12.6 Readability).

Maintenance Technology. Applied Technology Publications, Barrington, IL. (17.2 Readability).

Occupational Health & Safety. Medical Publications, Inc., Waco, TX. (15 Readability).

Plant Services. Putnam Publication, Chicago, IL. (14.4 Readability).

READING (TASKS):

Study and process information in equipment manuals.

Study and process information in service manuals.

Process information contained in work orders.

Study and demonstrate ability to use information in prints.

Study and apply information contained in general instructions.

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WRITING:

Complete work orders that clearly specify testing and repair procedures to be applied, parts to be replaced.

Complete work orders that clearly define and describe machine failure.

Document procedures followed in order to meet warranty guidelines..

SPEAKING:

Ask accurate, intelligent questions in order to understand the nature and extent of machine failure problems.

Discuss and solve machine performance problems with fellow technicians and supervisor.

Give accurate instructions or procedures for completing testing and repair.

LISTENING:

Hear complaint and frustration from users without judgment.

Hear answers to questions in order to understand the nature and extent of machine failure or problem.

Hear different points of view accurately. Hear different opinions accurately in order to identify alternatives.

Hear instructions and procedures for completing testing and repair.

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MACHINE TOOL OPERATION
31-420-1

POSITIONS:

Machine tool operator who operates, inspects, and maintains grinders, milling machines, lathes, drill presses.

Machinist who sets up and operates CNC machinery in a machine shop.

CNC operator who operates computer-driven machinery.

READING (JOURNALS/PERIODICALS):

American Tool, Die, and Stamping News. Eagle Publications, Inc., 42400 Nine Mile Road, Suite B, Novi, MI. (16 Readability).

American Machinist. Penton Publishing Co. P.O Box 95759, Cleveland, OH. (16 Readability).

Modern Plastics. Mc Graw-Hill, Inc., 1221 Sixth Avenue, NY. (13 Readability).

Plastics Engineering. Society of Plastics Engineers, 14 Fairfield Drive, Brookfield, CT. (20 Readability).

Technology Review. Association of Alumni & Alumnae of the Massachusetts Institute of Technology Building W59, MIT, Cambridge, MA. (19 Readability)

Tooling & Production. Huebcore Communications, Inc., P.O. Box 21643, Eagan, MN. (16 Readability).

READING (TASKS):

Study and use information contained in current journals and periodicals.

Demonstrate ability to use information from company and product and equipment manuals.

Discern messages from bench sheets, notes, logs, and instructional notes from fellow machinists, operators, and managers.

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WRITING:

Maintain accurate logs of activity.

Maintain accurate descriptions of machine failures and/or troubleshooting procedures applied.

Summarize work activity for fellow technicians or for supervisors.

Define procedures to be followed when operating specific machines.

SPEAKING:

Ask intelligent and pertinent questions in order to stand specific requests from clients or supervisors.

Answer questions and concerns from fellow technicians, clients, or supervisors using quantifiable data.

Discuss shop problems intelligently and productively.

Extend discussion in order to solve problems expediently and effectively.

Project voice and articulate clearly.

LISTENING:

Hear requests for information accurately and completely.

Hear answers to questions accurately and completely.

Hear unspoken messages from fellow technicians and from supervisors.

Separate fact from opinion.

Separate objective information from subjective information.

Hear procedures, instructions and work orders accurately.

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MACHINE TOOLING TECHNICS
32-420-5

POSITIONS:

Tool and die making apprentice who works under the supervision of a journeyman and who makes stamping die, jigs, fixtures, plastic injection or die cast molds.

READING (JOURNALS/PERIODICALS):

American Machinist, Penton Publishing Co., Cleveland, OH. (16 readability)

American Tool, Die, & Stamping News, Eagle Publications, Inc., Novi, MI. (16 readability)

Complex blueprints.

Design News, Cahners Publishing Co., Boston, MA. (14 readability)

Industry Week, Penton Publishing (Pittway Company), Cleveland, OH. (16 readability)

Machine Design, Penton/IPC, Cleveland, OH. (14 readability)

Machine operation and maintenance manuals.

Modern Plastics, Mc Graw-Hill, Inc., New York, NY. (13-15 readability)

Popular Mechanics, Popular Mechanics Co., Chicago, IL. (11 readability)

Plastics Engineering, Society of Plastics Engineers, Brookfield, CT. (17-20 readability)

Technology Review, Association of Alumni and Alumnae of the Massachusetts Institute of Technology, Cambridge, MA. (19 readability)

Tooling & Production, Huebcore Communications, Inc., Eagan, MN. (15-16 readability)

READING (TASKS):

Study and apply information contained in specifications.

Study and apply new information in trade magazines and journals.

Study and process information from complex blueprints.

Decipher and follow machine operation and maintenance manuals.

Study and demonstrate ability to use information in engineers' notes.

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WRITING:

Document procedures followed during certain machine and tool operations.

Write notes defining problems or completed procedures to other technicians, to apprentices, and to supervisors.

Write procedures for operating certain machines or for completing certain work.

SPEAKING:

Define concerns and problems during operation of machines or during tooling and die applications.

Discuss and problem solve during project team meetings.

Discuss during quality assurance reviews, safety updates, and manufacturing team meetings. (Must have the ability to convey an idea or concept, as well as understand new ideas and programs being presented.)

LISTENING:

Hear directions, instructions, and procedures given by supervisors and journeymen accurately.

Separate fact from inference and opinion.

Process ideas through potential noise and distractions.

Hear others' points of view. Identify needs of persons, clients, supervisors, managers, and other apprentices accurately.

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MEDICAL TRANSCRIPTION
31-106-7

POSITIONS:

Medical transcriptionist who uses various word processing equipment to accurately record all medical dictation; employed by a medical research center, county health agency, hospital, medical publishing company, physician's office, attorney's's office, insurance company or medical clinic.

Independent, home-based medical transcriptionist.

READING (JOURNALS/PERIODICALS):

JAAMT (Journal of the Association of American Medical Transcriptionists). American Association for Medical Transcription. Modesto, CA. (15 Readability).

READING (TASKS):

Read texts related to medical terminology, anatomy and physiology, clinical medicine, surgery, diagnostic test, radiology, pathology, pharmocology, and medical transcription guidelines and practices.

Use medical reference books and process information.

Use dictionary accurately, and intelligently.

Demonstrate understanding of information on patient charts.

Use grammar, usage and mechanics guides accurately.

Proofread medical reports accurately.

Read for information and for details in order to transcribe accurately.

Use designated reference materials.

Edit, format, and proofread accurately.

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WRITING:

Set up proper formats for recording reports and patient information given by doctors (History/ physical reports, consultation reports, operative reports, radiology reports, discharge summaries, pathology reports, special procedure reports such as stress test or echocardiograph, correspondence to and from specialists with results of patient consults such as letters of referral or results of examinations, letters for release of patient records including entire patient history.)

Employ correct grammar and usage.

Demonstrate correct style choices.

Demonstrate correct mechanics.

Demonstrate correct sentence and paragraph structures.

SPEAKING:

Ask intelligent, concise, direct, and thorough questions in order to clarify dictation form doctors, nurses or other hospital or clinic personnel.

Employ correct grammar and usage.

Articulate clearly.

Pronounce words clearly and correctly.

Demonstrate pleasant, well modulated, interested vocal delivery.

LISTENING:

Demonstrate excellent physical hearing.

Discern subtle differences in speech (i.e., hypo vs. hyper)

Hear infent accurately in order to edit for grammar, inconsistencies, redundancies, or other questionable areas.

Demonstrate ability to shut out distractions.

Understand diverse accents and dialects and varying dictation styles.

Understand diverse accents and dialects and varying dictation styles.

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OFFICE ASSISTANT
31-106-1

POSITIONS:

Office assistant who maintains books, types, files, greets public, and responds to telephone calls.
Account clerk who compiles and posts financial data from daily transactions.
Bookkeeper who handles payroll, accounts receivable, accounts payable, and end-of-term reporting.
Clerk-typist who types correspondence, statistical reports, or other technical reports.
Data entry clerk who enters data into computer-based information systems.

READING (JOURNALS/PERIODICALS):

Modern Office Technology. Penton Publications, Cleveland, OH. (15 Readability).
The Secretary. Professional Secretaries International, Kansas City, MO. (12 Readability).

READING (TASKS):

Study and demonstrate understanding of company training manuals.
Study and demonstrate competency to meet insurance licensing requirements.
Study and demonstrate ability to apply IBM computer system manuals.
Study and apply material referenced in grammar and usage guides.
Use dictionary and thesaurus accurately and correctly.

WRITING:

Employ correct grammar and usage, mechanics, spelling.
Demonstrate ability to make correct stylistic choices in letters and reports.
Demonstrate ability to structure sentences and paragraphs effectively.
Demonstrate ability to proofread accurately and thoroughly.

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SPEAKING:

Describe individual job performance (strengths, weaknesses, accomplishments) accurately, concisely, clearly during performance review sessions.

Explain procedures used during performance of routine tasks.

Explain procedures and policies for new employees.

Discuss and evaluate ideas intelligently during divisional meetings.

Ask intelligent, pertinent questions.

Demonstrate vocal command; modulate tone, volume.

Articulate clearly, correctly.

LISTENING:

Hear directions clearly.

Demonstrate ability to hear different kinds of voices and different dialects, intonations, etc..

Hear differing points of view clearly.

Separate fact from opinion.

Separate content that is subjective from content that is objective.

Hear unspoken messages of clients, customers, fellow employees, and supervisors in order to respond to needs.

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PRACTICAL NURSING
31-510-1

POSITIONS:

Licensed practical nurse (LPN) who assists registered nurses in a hospital, medical clinic, private home, residential center, or other care facility in providing care, assuming team manager role, and maintaining thorough, accurate records.

READING (JOURNALS/PERIODICALS):

American Journal of Nursing. J.B. Lippincott Co., for the American Journal of Nursing Co., Philadelphia, PA.

Geriatric Nursing. Mosby-Year Book Inc., St. Louis, MO.

Journal of Practical Nursing. National Association for Practical Nurse Education and Service Inc., Silver Spring, MD.

MCN: American Journal of Maternal/Child Nursing. American Journal of Nursing Co., New York, NY..

Nursing '94. (or current year). Springhouse Corp., Springhouse, PA.

Nursing Homes. Med Quest Communications, Inc., Cleveland, OH.

Occupational Health & Safety. Medical Publications Inc., Waco, TX. (15 Readability)

READING (TASKS):

Follow written protocols and procedures developed and approved by an RN.

Discern main points from committee minutes and reports.

Process drug information (technical writing with higher vocabulary levels)

Demonstrate understanding of hospital or agency protocols procedure and policy books (technical).

Process information from drug inserts and drug books.

Follow sometimes complicated nurses' and physicians' orders.

Read for information (often technical, difficult, high in readability level) to maintain competency.

Follow directions accruately as written on labels of equipment and supplies.

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WRITING:

Chart client activity: blood pressure, temperature, eating pattern, pain level, and medications, tolerance, assessments, changes in behaviors, psychosocial responses, etc.

Document the nursing assessment, nursing care provided, and the client's response to the care in the client's chart. (The client's chart is a legal document so entries must be accurate, legible, and reflect correct spelling and grammar. The client's chart may be a paper-and-pen format or computerized, depending on the agency.)

Demonstrate ability to write factually, objectively.

Demonstrate ability to write clear, accurate, thorough incident reports detailing chronological sequence of events.

Demonstrate ability to write factual, clear, complete CNA evaluation reports.

Demonstrate ability to write assignments to licensed and unlicensed team members.

Assist Registered Nurse with creation of individualized plan of care.

SPEAKING:

Reinforce teaching provided by RN and provide basic health care instruction.

Ask pertinent, accurate, intelligent questions.

Interact one-to-one with clients and/or significant others and families for admitting, planning, maintaining, discharging.

Interact one-to-one with supervisors, peers, and other health professionals.

Define and describe client behaviors, changes in response, etc..

Adapt language and style to different ages, cultures, and needs of patients.

Discuss with nursing staff and other members of health care team during staff meetings. Define and describe client behaviors, responses, etc.

Interact with groups of clients or other health care providers.

Demonstrate consistent ability to relate interpersonally with patients, visitors, hospital staff, peers, RNs physicians.

Demonstrate consistent skills, attitudes, and manners reflective of effective customer relations.

Delegate tasks to licensed and unlicensed team members.

Report assessment findings and observations to Registered Nurse regarding clients condition.

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Maintain confidentiality regarding all aspects of the client.

Consult with an RN in cases in which LPN knows a delegated nursing act may harm a patient.

LISTENING:

Listen in correct areas and assess client's lungs, heart, and bowel sounds accurately.

Hear statements, assessments, questions, and responses made by client's, significant others and families and other health care providers.

Hear statements, assessments, concerns, questions, and responses made by nursing staff, aides, doctors, and patients.

Discriminate between fact and opinion.

Understand words spoken by persons for whom English is a second language.

Hear instructions for patient care accurately.

Separate subjective and objective data.

Hear frames of reference (determined by age, culture, socio- economic factors) accurately.

Hear unspoken messages from patients, families, co-workers, and doctors bared on verbal/non-verbal cues.

Demonstrate ability to apply understanding of the hospital's, nursing service's, and/or the nursing unit's mission statement.

Discern changes with voice tones which could signal emergency, danger, fear, etc.
requesting grant funds, textbooks, and instructors' guides.

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PUBLIC SAFETY TELECOMMUNICATOR

31-555-1

POSITIONS:

Police, 9-1-1, or fire dispatcher who works from a centralized communications center to receive and transmit information to police officers, emergency medical technicians, and firefighters.

Communications officer who requests necessary information, selects appropriate action in crisis situations, dispatches appropriate service units and agencies, and maintains accurate computer and paper records of transactions.

Dispatcher for private business who receives and transmits information to truckers, taxi drivers, etc..

READING (JOURNALS/PERIODICALS):

9-1-1 Magazine. Official Publications, Inc., Tustin, CA. (15 Readability).

APCO Magazine.

Dispatch. Dispatch, Inc., Medford, OR. (12 Readability).

Emergency. Hare Publications, Carlsbad, CA. (15 Readability).

Law Enforcement Bulletin.

Webster's or American Heritage Dictionary.

Wisconsin State Statutes. State of Wisconsin, Madison, WI. (15 Readability).

READING (TASKS):

Demonstrate ability to use and process information from state and county and city maps, telephone books, bond books, property sheets, and city ordinance manuals.

Demonstrate ability to study and apply department or agency policies and procedures.

Study and process information from hazardous chemical information packets.

Study and demonstrate ability to apply emergency government procedures.

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WRITING:

Describe situations or circumstances requiring police, fire, or medical personnel and actions.
Clear presentation of names, times, locations, problems, statements, requests, and actions taken.
Complaint or narrative description cards or entries maintained by law enforcement or other agencies.

Define and describe routine or emergency procedures to be used by communications personnel assigned to dispatch during different shifts or during specific kinds of situations.

Compose letters from chief and officers.

Compose letters that define police actions taken (citations, warnings, etc.) and which request certain responses from readers.

Log times, places, situations, actions involving police officers, fire-fighting personnel, and ambulance personnel.

Write special notice postings to be read by officers, EMT's, firefighters, or public.

Collect and organize data to be used in reports.

Write monthly reports, monthly UCR reports, parking enforcement reports, annual reports, and juvenile referrals.

SPEAKING:

Demonstrate clear, clean, crisp, pleasant, and confident vocal presentation during phone conversations.

Demonstrate calm vocal control during violent, dangerous, or critical emergency situations.

Describe operations procedures to public during tours and student visitations to the communications center.

Explain work of the telecommunications officer during presentations to church and civic organizations.

Define clear, complete procedures to be followed by callers in crisis situations.

Present information that accurately answers questions or concerns of officers, technicians, firefighters, personnel from other agencies, or private citizens.

Use language that is clear and understandable for lay listeners who are not trained in medical or other crisis-related terminology.

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LISTENING:

Demonstrate accurate hearing during training seminars. Practice "digging out" information from training tapes with garbled messages, from violent or lethal situations that contain loud, distracting, re-curring, or simultaneous sounds.

Hear callers' concerns, questions, situations accurately in order to offer solutions, answers, or support help when needed.

Separate shouting, screaming, and other distractions from the actual message being communicated by a caller in a crisis or emergency situation.

Separate and prioritize "crank," overly dramatized situations and concerns from those that are life-threatening.

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REFRIGERATION, AIR CONDITIONING AND HEATING 17-1
31-401-1

POSITIONS:

Service technician who installs and services home and commercial refrigeration units and systems.

Installer who installs air-conditioning systems and makes them operable.

Service representative who works with manufacturers and dealers to install and repair units and systems.

READING (JOURNALS/PERIODICALS):

The Air-Conditioning, Heating & Refrigeration News. Business News Publishing Co., Troy, MI.

Appliance Service News. Gomit Enterprises, Chicago, IL.

T. H. E. Journal. T. H. E. Journal, Tustin, CA.

The News. (Air-Conditioning, Heating, Refrigeration). Business News Publishing Co., Troy, MI.

Occupational Health & Safety. Medical Publications Inc., Waco, TX. (15 Readability)

Refrigeration Servicing & Contracting. Business News Publishing Co., Troy, MI.

The Service Edge. Penguin, New York, NY.

Zenith Data Systems (Supplement to T. H. E. Journal). T.H.E. Journal, Tustin, CA. (18 Readability).

READING (TASKS):

Study and apply information from operators' manuals.

Study and apply manufacturers' information about units and systems.

Study and apply manufacturers' information about servicing.

Study and demonstrate ability to use manufacturers' specifications sheets and schematics.

WRITING:

Describe refrigeration or air conditioning system or unit failures.

Define and describe procedures for installing or repairing units or systems.

Document procedures followed during repairs or clarify, in notes to fellow technicians, procedures yet to be completed.

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SPEAKING:

Ask intelligent, pertinent questions in order to understand customer or client problems with units or systems.

Define and describe specific procedures for correcting refrigerator or air conditioning unit/system failures.

Answer customer and client questions concisely, accurately, and thoroughly.

Direct assistants through shop or troubleshooting procedures.

Articulate clearly.

Pronounce words clearly and correctly.

Modulate tone and volume of voice accurately and correctly.

LISTENING:

Hear directions and instructions clearly and accurately.

Hear customer and client frustrations, complaints, concerns, and requests.

Hear differing opinions accurately.

Separate fact from opinion.

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